

# South Dakota Medicaid Managed Care Reminders

GO TO  
THE  
ER....

## The Emergency Room

DO NOT  
GO TO  
THE ER...

**Go to the Emergency Room (ER) only** when serious health problems present themselves that could cause lasting injury or death. Examples include: severe bleeding, chest pain, severe shortness of breath, severe pain, broken bones, loss of consciousness, or severe allergic reaction.

**If the problem is not a real emergency, you may have to pay for the ER services.**

**Do not go to the Emergency Room (ER)** for treatment of a cold, a cough or other minor illness or injury that your doctor can treat in his/her office or over the phone.

**Do not go to the ER** because it is easier and more convenient for your schedule.

**You will be responsible to pay for non-referred, non-emergent services.**

### Be ready for a real emergency...

- ✓ Ask your Primary Care Provider (PCP) office for a number to call after hours. Use this number if your problem is serious but not life-threatening.
- ✓ Call 911 or go to the emergency room if there is a bad injury, sudden illness, or an illness that is quickly getting much worse.

### If you're not sure...call your doctor!

If you are not sure what to do, call your doctor's office. Your PCP or on-call staff can be reached by telephone 24 hours a day, seven days a week. If the PCP or on-call staff contacts the ER prior to a non-emergent services, Medicaid can pay for services.

### Important...

If you go to the ER and your health problem is not a true emergency (a serious health problem that can cause lasting injury or death) without a referral from your PCP, you may have to pay for the ER visit.

### More information to be aware of...

- ✓ Be sure to have referrals from your PCP **BEFORE** seeing other medical providers for managed care services.
- ✓ For Acute Care/Urgent Care Clinics, you need to contact your PCP before obtaining services. If your PCP determines the need for services, the PCP will contact the clinic and give referring information.
- ✓ Accessing care from your PCP will help you avoid unwanted medical bills and will provide your PCP with more medical history to allow better care for you in the future.
- ✓ Always show your Medicaid ID card before you receive care.
- ✓ If you are traveling out of state and need to see a doctor, the out-of-state doctor or hospital would have to accept South Dakota Medical Assistance or you may have to pay for services.
- ✓ Read through your Medical Assistance Program Recipient Handbook carefully.
- ✓ If you have any questions regarding your medical services or coverage, please call your local Department of Social Services office or the Medical Assistance Program at 1-800-597-1603.