FourPoints HEALTH

Purchased Referred Care (PRC) Emergency Room Flowchart

1 REQUIREMENTS

- You must be eligible for Purchase Referred Care (PRC) at the time of service.
- Applications for alternate resources are available at each FourPoints Health clinic. If you need assistance in applying for alternate resources contact an Outreach and Enrollment Specialist at (435) 201-5747.

2 IF LIFE OR LIMB IS AT RISK

- Call 911 or go to the nearest Emergency Room.
- If you were seen in the ER but didn't speak with someone at FourPoints first, notify the FourPoints Health receptionist within 72 hours of ER visit.

3 IF IT'S NOT AN EMERGENCY OR YOU'RE UNSURE

- **When clinics are open** (hours vary by clinic and are listed at *FourPointsHealth.org*): Call your local FourPoints Health clinic to speak with the nurse or provider for triage. You may be asked to go to your local FourPoints Health clinic for evaluation.
- If directed to do so by the provider, go to the nearest ER.
- **When clinics are closed**: Call your local FourPoints Health clinic to speak with the on-call provider. If directed to do so, go to the nearest ER. If not directed to go to the ER, follow the directions of the on-call provider and follow up with your FourPoints Health clinic the next business day.
- If you were seen in the ER, notify the FourPoints Health receptionist within 72 hours of ER visit.

4 PAYMENT & IMPORTANT REMINDERS

- If you were referred to the ER by one of our providers (including the on-call provider), the Member Services Team will review and process payment of all claims.
- If you went to the emergency room without being prompted to do so, and you called within the 72 hours, the visit notes will need to be reviewed and approved by the medical team before payment is processed.
- If the emergency room provider has referred you to follow up with another provider or specialist, you will need to be seen by your FourPoints Health provider to obtain a referral and an authorization number.
- Please be aware there are numerous bills that come with a single ER visit. If you receive a bill, please upload a copy to the Member Services Team using the secure electronic form at *PITU.gov/claim-upload/* or bring it to your nearest FourPoints Health clinic, and it will be routed to the Member Services Team.

5 POLICY

- The full PRC ER policy can be found at *FourPointsHealth.org/policies-and-procedures*