

Emergencies

You should only go to a hospital ER when your situation is an emergency. An emergency medical or behavioral health condition is a severe illness or injury in which not getting immediate medical attention could put your health and with respect to a pregnant woman, the health of her unborn child, in serious danger. Emergencies involve serious injury to bodily functions, organs or parts or risk for potential injury (such as thoughts of hurting self or others).

If you are having an emergency, go to the nearest ER, or call **911**, 24 hours a day, seven days a week. You do not need approval from Horizon NJ Health or a doctor to go to the ER. For urgent needs, call your Care Manager. For emergency behavioral health services, call toll free **1-877-695-5612** (TTY **711**).

Sometimes, it can be hard to tell if you have a real emergency. Here are some examples of emergencies that you should go to the ER for or call **911**:

- Chest pain
- Broken bones
- Difficulty breathing, moving or speaking
- Poisoning
- Heavy bleeding
- Drug overdose
- Car accident
- You have thoughts of hurting yourself or others

If you are in labor during pregnancy, follow your Ob/Gyn's instructions on what to do. For a pregnant woman having contractions, an emergency exists when there is not enough time for a safe transfer to another hospital before delivery or the transfer may pose a threat to the health or safety of the woman or the unborn child.

If it is an emergency, call your PCP if you can. Your doctor will know how to help. They can send you to the closest hospital and let the hospital know you are coming. If there is no time to call your doctor, call **911**. Go to the nearest hospital to treat your emergency, even if the hospital or doctor does not participate with Horizon NJ Health. All hospitals must provide emergency care. You are covered for emergencies 24 hours a day, seven days a week. This includes follow-up care in and out of the hospital.

You should contact your Care Manager for coordination of care after an ER visit. Be sure to contact your PCP to continue treatment and support.

Behavioral health emergency

If you are in danger of hurting yourself or others, you should do one of the following immediately:

- Call **911** if a life is in danger
- Go to the closest ER for attention
- Call your PCP or mental health provider

You do not need to get approval to get emergency services. After an emergency, you should contact your provider to continue treatment and support.

Dental emergencies – office vs. ER

A dental emergency that may need to be treated in an ER may include an injury or serious infection in your mouth or the area around your mouth that could put your life or health in danger unless you get treatment quickly. Dental emergencies can include:

- Dental infection causing a large area of facial swelling
- Injuries to the mouth or jaw (including knocked out teeth)
- Heavy, uncontrolled oral or facial bleeding
- A broken or dislocated jaw

Emergencies (continued)

If you have a dental emergency, call your dentist first. If you are unable to reach your dentist, call Member Services at **1-844-444-4410** (TTY **711**). After normal business hours, you can call our 24/7 Nurse Hotline at **1-800-711-5952**, 24 hours a day, seven days a week. For life-threatening emergencies, go to the ER or call **911**.

At the ER

Once at the ER, hospital staff will perform an ER screening exam. This is a covered benefit for all Horizon NJ Health members to see if the condition is an emergency.

For behavioral health ER visits, mental health providers will determine a working diagnosis and plan of action for treatment. Depending on your evaluation, if appropriate, you may be admitted to the hospital for treatment, given medication, provided with crisis counseling and/or referred for treatment after leaving the hospital.

If a child is a suspected victim of physical/child abuse and/or neglect, they will be examined at the ER.

When foster home placement of a child occurs after business hours, the child will have a medical examination at the ER.

After you leave the ER

Within 24 hours of an ER visit, call your PCP. If you cannot call, ask a friend or family member to call. You should visit your PCP for follow-up care, not the ER, within seven days of your discharge from the hospital. Your PCP will coordinate your care after the emergency.

Urgent medical and dental care

If your situation is not an emergency, but it is medically necessary for you to get treatment quickly, call your PCP or dentist first. This is known as urgent care. Your PCP or dentist can make arrangements for you to come into the office quickly for care.

If you are not sure if your illness or injury is an emergency, call your doctor or dentist first. Some examples of illness or injury that can be treated in a medical or dental office are:

- Cold, cough or sore throat
- Earaches
- Cramps
- Bruises, small cuts or minor burns
- Rashes or minor swelling
- Backaches from a pulled muscle
- Toothaches
- Swelling around a tooth
- Teething discomfort or loose “baby teeth”
- Broken natural teeth or lost fillings or crowns
- Pain or discomfort following dental treatment
- Bleeding following tooth extraction

Out of town?

If you have an emergency while out of town, go to the nearest hospital and show the hospital staff your Horizon NJ Health member ID card. You do not need to get prior approval from Horizon NJ Health for emergency services.

If you need medical attention that is not an emergency, call your PCP right away for help finding medical care from a doctor in the area. Horizon NJ Health will coordinate your care between your PCP and the out-of-network provider. Dental emergencies will be covered by non-participating providers.

Horizon NJ Health will not cover care received outside of the United States and its territories.