

EMERGENCY ROOM VISIT VS. URGENT CARE VISIT

BENEFAC TS

Issue 2
Summer
2004

Did you know ... when you can't wait to see the doctor; Humana ChoiceCare has contracted urgent care providers to serve you when the care you need is not an emergency.

By definition, emergency care means services for life threatening medical conditions which may have acute symptoms including severe pain.

Urgent care means services for medically necessary, not life threatening medical conditions that require immediate attention as a result of an unforeseen illness, injury or condition.

EXAMPLES

The example below shows the cost of a service procedure that is rendered in one hospital emergency room vs. the same service procedure rendered in an urgent care facility.

This example assumes no lab work for the same procedure code. Cost could vary depending on geographic location of each, hospital emergency room and urgent care facility.

Hospital Emergency (ER) Room
ER Room Only Copayment: \$50.00

ER Physician Charges - \$210.00
This amount is subject to deductible

Urgent Care Facility
No Room Copayment

Physician Charges – \$84.79
This amount is subject to deductible

As you can see, the Urgent Care visit is significantly less than the ER Room visit.

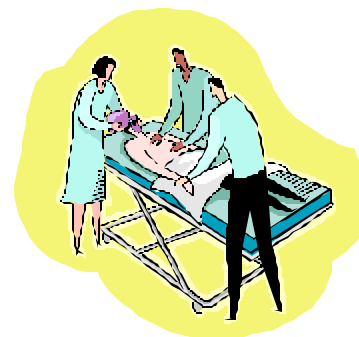
Listed below are urgent care providers located within 10 miles of City Hall:

Oak Cliff Medical Treatment Center
214 941 9200 – Jefferson Blvd.

PrimaCare Medical Center Lakewood
214 828 0448 – Mockingbird Lane

PrimaCare Medical Center Northwest
972 488 9222 – Marsh Lane

Redbird Urgent Care
214 330 7777 – Hampton Road



Urgent care providers are ready to serve all of your family's primary care medical needs. In addition to taking care of sore throats, coughs and general illnesses, urgent care providers can provide a wide range of preventative services, including flu shots, routine exams, EKG's, annual adult physicals, immunizations, well-woman care, pregnancy test, and a host of other services. Most urgent care offices are open 7 days a week with no appointment necessary. They are also open until 10 PM weeknights and all day Saturday and Sunday.

Be sure and confirm that the urgent care facility is contracted with Humana – Choicecare ... The cost of urgent care services are equivalent to a physician's office visit charge which is significantly less than a hospital emergency room physician charge when the claim is submitted under the "urgent care" providers, tax ID number

Feel free to call the following telephone number, Monday – Friday, 8am – 6pm to locate urgent care facilities and verify physician participation:

1 800 626 2741

Be Well ... COD Benefits Department