



When should you go to the hospital ER? **ONLY** go when your situation is an emergency. An emergency medical condition is a severe illness or injury in which not getting immediate medical attention could put the health of the person (and with respect to a pregnant woman, the health of her unborn child) in serious danger. Emergencies involve serious injury to bodily functions or any body part.

If an emergency exists, 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 Horizon NJ Health Care Manager. To access 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 emergency situations in which you should go to the ER or call **911**:

- Chest pain
- Broken bones
- Difficulty breathing, moving or speaking
- Poisoning
- Heavy bleeding
- Drug overdose
- Car accident
- Thoughts of hurting yourself or others
- If you are in labor during pregnancy, follow your Ob/Gyn's instructions on what to do

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 should contact your Care Manager for coordination of care after an emergency room 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 emergency room 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

A dental emergency is when injury to your mouth, or the area around your mouth, could put your life or health in danger unless you get fast treatment. Dental emergencies can include:

- A broken or dislocated jaw
- Heavy, uncontrolled bleeding
- Infection or swelling involving the face or jaw
- Pain from injuries to the mouth or jaw
- A knocked out tooth

These conditions can be dangerous to your health. Go to the ER or call **911**. For the treatment of other kinds of dental emergencies, call your dentist first.



At the ER

Once at the ER, hospital staff will perform an ER screening exam. This is a covered benefit for all members to see if the condition can be reasonably considered an emergency. An emergency medical condition is any serious medical problem, including pain, that could cause permanent bodily injury or death if not treated quickly. This includes damage to bodily functions, serious wounds, or with respect to a pregnant woman, put the health of her unborn baby in danger. 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 a child is a suspected victim of physical/child abuse and/or neglect, he or she will be examined at the ER.

You are covered for emergencies 24 hours a day, seven days a week. This includes follow-up care in and out of the hospital. When foster home placement of a child occurs after business hours, the child will have a medical examination at the ER.

Within 24 hours of an ER visit, call your PCP or dentist to tell him or her about the visit to the ER. If you cannot call, ask a friend or family member to call. You should visit your PCP or dentist for follow-up care, not the ER. This follow-up care is sometimes called “post-stabilization care.” Your PCP or dentist will coordinate your care after the emergency.

Urgent 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 wait until you talk to your doctor or dentist 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 of the gums around a tooth
- Teething discomfort
- Broken natural teeth or lost fillings or crowns

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

Out of town?

If you have an emergency while out of town, go to the nearest hospital and remember to 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 to get help to find 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 are also covered and do not require prior approval. Contact your dentist or Horizon NJ Health Member Services for assistance.

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