

Urgent Care Coverage with UVA Health Plan

January 2009

Southern Health Participating Urgent Care Providers

- **Prompt Care Medical Center - 978-3998**
1149 Seminole Trail, Charlottesville, Va.
- **First Med at Pantops - 984-4200**
125 Riverbend Dr, Charlottesville, Va

Please note that effective October 1, 2008 **Martha Jefferson** no longer provides an “urgent care” facility –the location at Peter Jefferson Way is now an Emergency Room location and UVA Health Plan members will only be covered for emergency conditions,

Urgent medical conditions not meeting the criteria of an emergency should be treated at an urgent care provider to receive in-network benefits. An **emergency** must be a sudden, unexpected onset of a medical or psychological condition with severe symptoms that could result in serious harm to you if left untreated. Examples of conditions that require emergency room treatment include but are not limited to:

- Severe or unusual bleeding
- Trouble breathing
- Suspected poisoning
- Prolonged or repeated seizures
- Unconsciousness
- Severe burns

Insurance coverage: For health plan members with the high premium plan, the Urgent Care co-payment is a \$30 whether you visit an in- network or out-of-network urgent care provider. There is a \$75 co-payment for a covered Emergency Room visit, whether ,in-network or out-of- network. Covered Emergency Room care will also include a \$30 co-payment for the physician. Covered Urgent Care and Emergency Room care require a 10% coinsurance for diagnostic services. Visits to an emergency room for conditions not meeting emergency medical criteria will be denied.

If a member gets sick when traveling outside the service area and visits an Urgent Care provider, the following criteria must be met to be considered for in-network coverage.

The member:

- Must be traveling less than 90 consecutive days outside the network service area.
- Could not reasonably be expected to return to the network for treatment.
- Could not have anticipated the care before leaving the service area.
- Members are encouraged, but not required, to use Southern Health or National Network urgent care providers to be eligible for the maximum in-network health care benefit. (Call Southern Health to verify participation status) If the claim denies because it does not meet urgent care criteria, Southern Health will call for clinical notes for additional review by the Southern Health Medical Director

The member is advised to contact Southern Health within 48 hours to notify them of urgent care treatment at a non-urgent care facility.