

# Emergency Services

An emergency medical condition is a condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, with an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in the following:

- **Serious jeopardy** to the health of the individual or, in the case of a pregnant woman, the health of the woman or her unborn child;
- **Serious impairment** to bodily functions; or
- **Serious dysfunction** of any bodily organ or part.

Emergency services means covered inpatient and outpatient services that are:

- **Furnished by a provider** qualified to provide emergency services; and
- **Needed to evaluate or treat** an emergency medical condition.



## Notification of admission

The treating emergency department of a participating hospital is required to complete and send the hospital face sheet to Health Net's\* Hospital Notification Unit (HNU) for hospital admissions.

Participating physician groups (PPGs) are required to notify the Health Net Medical Management Department (see below for contact numbers) and supply the PPG authorization number if treatment has been authorized.

## Hospital Notification Unit

Hospitals are required to contact the HNU within 24 hours of an admission or one business day when an admission occurs on a weekend for a Health Net member via fax or by phone.

Line of business	Fax number	Phone number
Employer group HMO, POS, HSP, PPO, EPO (includes EnhancedCare PPO Small Business Group (SBG))	800-676-7969	800-995-7890
IFP (CommunityCare HMO, PureCare One EPO, PureCare HSP, EnhancedCare PPO, PPO Individual and Family)	844-760-8992	

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