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<b>Name:</b>	<b>Emergency Services – Procedures and Notification Policy</b>
<b>Date of Origin:</b>	<b>10/23/2002</b>
<b>Current Effective Date:</b>	<b>8/16/2023</b>
<b>Scheduled Review Date:</b>	<b>8/16/2024</b>

## **I. EMERGENCY SERVICES POLICY:**

Capitol Dental Care (CDC) will ensure all members have access to emergency services on a 24-hour, seven-day-a-week basis.

Emergency services should be provided within 24 hours of request by a member.

## **II. EMERGENCY SERVICES PROCEDURES:**

### **During Office Hours:**

- A. Members will be instructed in the 'Member Service Guide' that they can contact the CDC office on a 24-hour basis for emergency services. The number to call for emergency services is: 1-800-525-6800. If a member cannot reach their Primary Care Dentist or CDC they will be instructed to dial 911 or go to the nearest hospital emergency room.
- B. If the member calls between 7:00 a.m. and 7:00 p.m., a CDC Member Service Representative will answer and triage the call.
  - 1. CDC staff will ask member's their name, address, and the nature of the emergency.
  - 2. If the member's condition involves severe pain, swelling, or bleeding, CDC staff will tell the member that he/she should get in touch with their Primary Care Dentist (PCD)
    - a. CDC staff will look up the member's record for an assigned PCD or PCD of record.
    - b. If the member does not have a PCD but needs to see a dentist, CDC staff will assist the member in finding a dentist to handle the emergency. The member will be encouraged to select a PCD for future care.
  - 3. If the member has suffered trauma and thinks bone has been fractured, or has suffered severe trauma to soft tissue, he/she is advised to go immediately to the nearest hospital emergency room. CDC staff will then contact the member's PCD to inform him/her of the emergency.
  - 4. If CDC staff is unsure of the nature of the member's emergency, a dentist will be

asked to triage the nature of the emergency.

- C. Non-credentialed providers may call CDC to request approval to treat members.
  - 1. CDC staff will assess the nature of the emergency.
  - 2. If the member needs immediate help, a referral for emergency services to a non-credentialed provider may be authorized. However, CDC staff will ask the provider to inform the member to call the CDC office after the incident.
  - 3. Members calling after an emergency will be informed that they must contact their PCD for any dental services, including emergencies. If no PCD is assigned, CDC staff will help the member choose one.
- D. In an emergency, members may walk-in to a PCD office.
  - 1. The PCD office staff will assess the emergency.
  - 2. If further treatment is needed the PCD will provide it or arrange for additional necessary, care

**After-Hours:**

- A. After-hours, members can call the same toll-free number 1-800-525-6800.
- B. After 7:00 p.m., the call will be automatically directed to the answering service for triage.
- C. The answering service operator has been directed to follow has written triage instructions. The instructions are displayed on a computer screen. The operator asks what the nature of the emergency is, and contacts the on-call staff model clinic dentist closest to the member's service area.
- D. If the member's condition involves severe pain, swelling, or bleeding, the answering service will tell the member to dial 911 or go to the nearest emergency room if he/she feels the condition is life threatening.
- E. The answering service will then contact the on-call dentist closest to the member's service area. If the dentist does not call back in 45 minutes the next closest staff model clinic on-call dentist will be called.

**III. NOTIFYING EMERGENCY ROOM PROCEDURES:**

**PROCEDURES:**

- A. Capitol Dental Care (CDC) requires participating providers to notify the emergency room of a member problem after-hours if he/she is sending the member to the emergency room (Members will be instructed to contact their Primary Care Dentist (PCD) office if they have
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an emergency after-hours.)

1. The PCD will triage the call.
  2. The PCD will determine if the member's condition constitutes an emergency and needs to go to the emergency room. If so, the PCD will ask the member which hospital he/she prefers. If the member has no preference, the PCD will ask the member which hospital is closest.
  3. The PCD will then contact the hospital and inform the staff that the member will be arriving. The PCD will also describe the member's problem. If the PCD will meet the member at the hospital he/she will advise hospital staff accordingly.
- B. If members do not have an assigned PCD, they are instructed to contact the CDC office after-hours. After 7:00 p.m., all calls are answered by an answering service.
1. The answering service is required to follow written triage instructions. These instructions are displayed on a computer screen.
  2. If the on-call dentist feels the member needs ER services, the on-call dentist will ask the member which hospital he/she prefers. If the member has no preference, the on-call dentist will ask the member which hospital is closest.
  3. The on-call dentist will then contact the hospital and inform the staff that the member will be arriving. The on-call dentist will also describe the member's problem. Unlike the PCD, **the on-call dentist will not have the option of meeting the member at the hospital.**
- C. Emergency room services are paid under the members health plan, as such CDC needs to be advised by either the health plan or DMAP when a member has had dental care delivered through this service delivery setting. When notified of these encounters CDC will ask which hospital the member used. CDC will contact hospital staff to query what information the PCD or on-call dentist shared with the hospital to ensure that the appropriate standards are being met by the PCD or on-call dentist. If the information shared falls below the plan "emergency" standard, further provider education may be required.

#### **IV. MEMBER BURDEN UNCHANGED IN OR OUT OF NETWORK**

OHP provides that in those instances where a member is in need of emergency services from an out-of-network provider, members shall be covered under OHP. In such circumstances the out-of-network provider will coordinate with CDC and/or the CCO to effect payment within acceptable Plan guidelines. Both in an emergency situation as well as in a non-emergency situation, CDC will ensure that costs associated with care to a member are no greater than they would have been were the services furnished within CDC's network of providers.

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**V. REVISION ACTIVITY**

Modification Date	Change or Revision and Rationale	Effective Date of Policy Change
4/15/2005	Annual Update/Review	4/15/2005
10/1/2006	Annual Update/Review	10/1/2006
12/9/2008	Annual Update/Review	12/9/2008
10/27/2010	Annual Update/Review	10/27/2010
05/23/2015	Annual Update/Review	05/23/2015
9/12/2017	Annual Update/Review	9/12/2017
9/5/2019	Review	9/5/2021
8/5/2020	Review	8/5/2020
8/18/2021	Review	8/18/2021
8/16/2023	Review	8/16/2023

**V1. Affected Departments:**

All CDC Providers  
All CDC Staff  
All CDC Members

**VII. References:**

CDC Member Service Guide  
CDC Provider Guide