

## Emergency Calls (72-Hour Rule)



If the service you receive is an emergency, Purchased & Referred Care (PRC) must be notified within 72 hours of your emergency services. Please do not leave a message with one of the employees on duty and/or their phone message systems; staff have been directed not to take patient ER information as it is vital for reporting purposes (recording the call) that direct communication be administered between the patient, 72-hr ER hotline and PRC. All pertinent information needed from the patient will be on the call in line for you to answer at **715-638-5137**.

For 55 years of age or older and/or disabled, you have 30 days to notify Purchased & Referred Care of your emergency care (§406 of P.L. 94-437, as amended).

If the PRC is not notified of these visits, the patient will be sent the bill and will be responsible for payment. ***Notification, although required, is not a guarantee of payment.*** The visit report will be reviewed by the LCOHC for approval or denial.

### *Examples of Emergencies:*

- \*\*Trouble breathing -/-\*\*Chest Pains -/- \*\*Bad Burns -/- \*\*Poisoning
- \*\*High Fever in infants, children or the elderly.
- \*\*Life-threatening accidents/injuries

Please help us here at the Health Center manage your bills better by always notifying us when you go to the emergency room for life threatening Care.

Call the LCO Health Center referred services team at 715-638-5109.