



# Help Keep Non-Urgent Visits Out of the ED – and in Your Exam Room

As a care provider, you play an important role in helping our members choose appropriate care settings. When patients go to the emergency department (ED) for conditions you likely treat in your office every day – such as asthma, tonsillitis, sinusitis, exercise-induced bronchospasm, otitis media, pharyngitis or respiratory infections – it can mean longer wait times, treatment from physicians not familiar with their health history and issues coordinating follow-up care.

## How You Can Help

Because we know that keeping patients out of the ED for non-emergent care is important to you, too, we wanted to share some tips that may help reduce unnecessary ED visits:

- Help your patients recognize when to call you about exacerbating symptoms.
- Emphasize your 24/7 availability by phone – and offer same or next-day appointments.
- Offer after-hours care.

## Reimbursement for Care Outside of Business Hours

We appreciate that you sometimes treat members in situations that would otherwise require more costly urgent care or ED services. That's why we offer additional compensation for services rendered outside of business hours. Please use **CPT codes 99056 or 99060** for such services. You may also bill **CPT code 99050** when reported with basic services in one of the following Centers for Medicare & Medicaid Services (CMS) non-facility place of service (POS) designations:

- School (CMS POS 3)
- Indian Health Service Free-standing Facility (CMS POS 5)
- Tribal 638 Free-standing Facility (CMS POS 7)
- Office (CMS POS 11)
- Independent Clinic (CMS POS 49)
- State or Local Public Health Clinic (CMS POS 71)

## Encourage Patients to Take Advantage of myNurseLine

Your patients who are UnitedHealthcare Community Plan members can call myNurseLine to speak to an experienced registered nurse any time – 24 hours a day, seven days a week – at no cost to them. While this service doesn't replace your 24/7 phone availability, it offers another resource for discussing care options.

## We're Here to Help



To access myNurseLine members can call:

- CHIP: **800-850-1267**
- STAR: **800-535-6714**
- STAR+PLUS: **877-839-5407**
- STAR Kids: **844-222-7326**
- Dual Eligible: **877-596-3258**



To find out more about UnitedHealthcare Community Plan and after-hours services, please visit: **[UHCCommunityPlan.com](https://www.uhccommunityplan.com)** > **For Health Care Professionals** > **Texas** > **Reimbursement Policy** > **After-Hours and Weekend Care Policy**.