

# EMERGENCY

## Telligen Emergency Department Program

### IS IT AN EMERGENCY?

While emergency departments are easily accessible, provide lifesaving care 24 hours a day, seven days a week, and don't turn away patients who don't have health insurance, they aren't the best place to receive routine healthcare.

Non-emergency and uninsured patients make it difficult to help true emergencies in the ED and raise healthcare costs for everyone.

### HOW IT WORKS

- 1 Referral is received from data analytics indicating 3+ visits in 90 days
- 2 Member and provider engagement
- 3 Promotion of primary care relationship and alternate outpatient settings to include education of what conditions are appropriate for ER versus other settings
- 4 Assessment of member's needs and treatment plan
- 5 Provider collaboration related to the treatment plan
- 6 Implement services or interventions
- 7 Promote self-management through education and support
- 8 Screen and refer to additional programs such as case management or disease management

### PROGRAM GOALS

- Improve the quality of care and reduce ED visits through the promotion of primary care physicians
- Reduce the costs for members with copayments and out-of-pocket maximums
- Reduce unnecessary exposure to illness and injury

### DID YOU KNOW?

- Emergency Department overuse accounts for \$38 billion per year.
- It is estimated that nearly 56 percent of all ED visits are avoidable.

Source: New England Healthcare Institute

### FOR MORE INFORMATION, CONTACT:

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