



**POLICIES AND PROCEDURES**

<b>Policy #: HS 114</b>	<b>Lead Department: Health Services</b>
<b>Title: After-Hours Availability of Plan or Contract Physician</b>	
<b>Original Date: October 2008</b>	<b>Last Revision Date:</b>
<b>Approved by: Richard Helmer, MD, Barbara Flynn, RN</b>	
<b>Applies to: All Lines of Business</b>	

**Purpose:**

The purpose of this policy is to ensure that either a Plan or Contract Physician is available after-hours in order to meet regulatory requirements as described in the 2008 Medi-Cal contract, Exhibit A, Attachment 6, Section 8.

**Policy:**

Alliance will ensure that a plan health professional or a contracting physician be available 24 hours per day, seven (7) days per week to coordinate the transfer of care of a Member whose emergency condition is stabilized, to authorize Medically Necessary post-stabilization services, and for general communication with emergency room personnel.

**Procedures:**

1. For general communication with emergency room personnel and to coordinate the transfer of care of a Member whose emergency condition is stabilized:
  - a. The Alliance links most members to a Primary Care Physician (PCP). This PCP is responsible for providing twenty-four hour care or arranging for twenty-four hour care for linked Alliance members.
    - i. Alliance Provider Services ensures that all Alliance network Physicians sign a contract with the Alliance and agree to adhere to its requirements.
  - b. For Alliance administrative members who are not linked to a PCP, the Alliance Medical Director or Associate Medical Director is available 24 hours per day to consult regarding emergency care authorization as needed..
  
2. The Alliance does NOT require pre-authorization for members requiring Medically Necessary emergency care.

**References:**

Contractual: 2008 Medi-Cal contract Exhibit A, Attachment 6, Section 8

**Revision History:**

<b>Review Date</b>	<b>Revised Date</b>	<b>Approved By</b>