



March 5, 2019

## Urgent Visit Access Program

The Alliance's expanded Urgent Visit Access program offers our members access to an urgent visit at an alternate clinic if the member's primary care provider (PCP) is not available. A referral is not required.

The Alliance encourages members to contact their PCP first for an urgent appointment. If the PCP cannot see the member, the member can call the Alliance's Nurse Advice Line (NAL) at (844) 971-8907. The Alliance NAL provides free medical advice 24 hours a day, 7 days a week. If necessary, the member may seek care at one of the participating Urgent Visit Access sites without a referral. After the visit, the Urgent Visit Access site will fax full clinical notes or an after-visit summary to the member's PCP.

The member's PCP will be responsible for submitting any referrals required subsequent to the urgent visit. If the referral is urgent, the participating urgent visit site will contact the PCP right away to facilitate an immediate referral.

In order to participate as an Urgent Visit Access provider, PCP clinics must be:

- \* Able to provide urgent visits to non-linked Alliance members and
- \* Open an extended hour each weekday, beyond the typical Monday – Friday, 8a.m. to 5 p.m. or
- \* Open for a minimum of four (4) hours on the weekends

For clinics in areas of limited health care access, participation will be considered on a case-by-case basis.

If you are interested in becoming a participating Urgent Visit Access site and meet the requirements listed above, please contact your Provider Relations Representative (PRR) at: (800) 700-3874, ext. 5504.