

Emergency & Out of Area Services Section

How to Obtain Emergency Care

Molina Healthcare will cover all emergency services without prior approval in cases where a person, acting reasonably, would believe that they have an emergency.

You should seek emergency care when you have severe pain or a serious illness or injury that will cause a lifetime disability or death if not treated at once.

Examples of emergency conditions are:

- Chest pains or heart attack
- Choking or breathing problems
- A lot of bleeding or bleeding that will not stop
- Poisoning
- Broken bones

If you can, call your PCP or Member Services at 1-888-898-7969, 24 hours a day. They can help you get the care you need. If you cannot call your PCP or Molina Healthcare, call 911 or go to the nearest hospital emergency room for emergency care.

ALWAYS CARRY YOUR MOLINA HEALTHCARE ID CARD WITH YOU AND SHOW IT WHEN YOU GO TO THE EMERGENCY ROOM.

NEVER GET ROUTINE CARE THROUGH AN EMERGENCY ROOM.

Out of State / Out of Area Services

If you are out of town and have a medical emergency or need urgent care, go to the nearest urgent care center or emergency room for care. The hospital or urgent care center may call Molina Healthcare. Remember to follow-up with your PCP after any emergency room or urgent care visits.