



Emergency Department Diversion Starts with Our Youngest Members

Molina wants to be sure that our members seek care in the appropriate place. When they have a sick child, some parents seek care at the emergency department for conditions that could have been treated by a primary care physician or at an urgent care center. In an effort to educate members about the appropriate place for care, Molina is sending the book *What to do When Your Child is Sick* to the households of members 3 years of age and younger who have sought care in an emergency department in the past 12 months.

The member will also receive a letter from Molina, encouraging them to refer to the book as a resource. There is also information on Molina's 24 Hour Nurse Advice Line (1-888-275-8750), which can help members if they are unsure what to do for a child that is sick. Please feel free to remind Molina members about the availability of the 24 Hour Nurse Advice Line.

Your partnership in educating members about the appropriate place to seek care will help to ensure that our emergency departments are reserved for patients that need critical care. If you would like a copy of the book you can request one by calling Molina's Provider Services at 1-800-642-4168. Representatives are available to assist you Monday through Friday, 8:00 a.m. to 5:00 p.m. They can also answer any questions you might have regarding Molina's ED Diversion and Care Management Programs.