



Important ER & Urgent Care Information for Physicians Plus Members

Emergency room usage is for medical conditions that will likely result in serious jeopardy to the health of a person or unborn child, serious impairment to bodily functions or serious dysfunction of body organs or parts. Urgent care provides timely access to care when your PCP is not available. If you're unsure of the level of care you need, please call your doctor or NursePlus (866-PPLUSRN) for advice.

Some examples of conditions requiring emergency care:

- Acute allergic reactions
- Acute asthmatic attacks
- Convulsions
- Epileptic seizures
- Acute hemorrhage
- Heart attack
- Large bone fractures
- Attempted suicide
- Suffocation
- Loss of consciousness
- Severe bleeding
- Not breathing
- Drug overdose

Conditions that may require urgent care:

- Minor cuts
- Sprains
- Non-severe bleeding
- Minor burns
- Most drug reactions
- Small bone fractures

Please refer to your [member handbook](#) for complete details on ER and urgent care.

HMO Plan Members

Review your provider directory for the complete list of emergency and urgent care facilities. Non-emergency care received outside the network will not be covered. In Madison, go to Meriter or UW Hospital for emergency care and the UW Health East and West Urgent Care clinics for urgent care. Please note: St. Mary's Hospital in Madison, St. Mary's Sun Prairie Emergency Center and Mercy Hospital in Janesville are not part of our provider network.

POS/PPO Plan Members

Your policy covers in- and out-of-network emergency and urgent care at different benefit levels. POS plan members: use the Physicians Plus network; and PPO plan members: use the HealthEOS (if you're in WI or MI) or PHCS (outside WI and MI) networks for in-network care. All other providers are considered out-of-network.

Visit www.pplusic.com and click "Find a Provider" for a complete list of the emergency and urgent care facilities in your specific network.