

# Yale HEALTH

## **Yale Health New Member Bulletin** Information To Help You With Yale Health Membership

---



The Yale Health New Member Bulletin is a communication for New Members that is sent out periodically with detailed topics related to Yale Health coverage.

---

## This Bulletin's Topic: After Hours Care / Out of Area & Emergency Care

### After Hours Care

After Hours is considered after 5:00 p.m. weekdays, nights, weekends, and holidays.

#### **For life-threatening emergencies call 911.**

If you aren't sure how serious your problem is, you may call [Acute Care](#) at 203-432-0123. Our Acute Care department is open 24 hours a day, 7 days a week, even holidays.

When you call Acute Care you will speak with a nurse who will ask you detailed questions about your condition. The nurse will determine the best care plan for you. This may include:

- Home care
- A visit to Acute Care
- An appointment at Yale Health during regular hours
- A referral to the emergency department

Please note: A copay may apply for after hours in-person visits to Acute Care. [Please review your Schedule of Benefits on your Coverage Page for details.](#)

For copays, after hours is defined as:

- Monday - Friday 6 p.m. - 8 a.m.
- Weekends
- University holidays and recess days

## Acute Care While Traveling Out of the Area

Yale Health members are covered while traveling outside of Connecticut for emergency care, acute care, and pre-authorized short-term follow-up care connected to the acute care/emergency. This coverage is worldwide.

If you have an urgent problem call 203-432-0123 for [Acute Care](#), 24 hours a day. A nurse will help determine the best course of care for you. If the nurse feels you should seek medical care for your issue, they will submit a referral to urgent care for you.

Please note: Yale Health does not have an urgent care network. If it is determined you should visit an urgent care *outside of CT*, then you may go to the nearest one to you where you are. If it is determined you should be seen in person for the urgent issue *within CT*, then you need to come in to our Acute Care department at 55 Lock Street in New Haven.

Claims are paid based on the submitted diagnosis and covered if the diagnosis is considered urgent or emergent.

## Emergencies

### **In an emergency—seek care! Call 911 immediately**

An emergency medical condition is a sudden and severe condition, sickness or injury, including, but not limited to, severe pain, which would lead a prudent layperson, including the parent or guardian of a minor child or the parent or guardian of a disabled individual possessing an average knowledge of medicine and health, to believe that failure to get immediate medical care could result in:

- Placing one's health in serious jeopardy
- Serious impairment to a bodily function(s)
- Serious dysfunction to a body part(s) or organ(s); or
- In the case of a pregnant woman, serious jeopardy to the health of the unborn child.
  - *Important note for pregnant patients:* Starting from four weeks before your due date, or earlier if you are advised by your Yale

Health clinician not to travel, charges associated with hospital admission will only be covered at Yale-New Haven Hospital.

If you need emergency care you can go to any medical emergency facility, even in CT.

If you receive emergency treatment, if possible please notify the Referrals Department within 48 hours after the emergency by calling 203-432-7397 or 877-947-2273.

Please note: A copay may apply for emergency care. [Please review your Schedule of Benefits on your Coverage Page for details.](#)

Remember to carry your Yale Health ID card with you at all times. It can provide valuable information if you cannot communicate during an emergency. If you do not have an ID card, you may download an electronic copy of your Yale Health ID card [from the Coverage page](#), or contact [Member Services](#) for a physical card, if desired.

---

Have questions about your membership coverage, or wish to discuss your new Yale Health membership? [Click here to schedule a new member meeting with the Member Liaison via telephone or Zoom.](#)

---

Call first before you come in  
**Call your primary care provider**

---

**Yale Health**

55 Lock Street

P.O. BOX 208237

New Haven, CT 06520-8237

**better together**



Acute Care 203 432 0123  
Member Services 203 432 0246

---

This email was sent by: Yale Health  
P.O. BOX 208237, New Haven, CT, 06520-8237 US