What do I do in an Emergency?

Call 911 or go to the closest emergency room anytime you have a life-threatening emergency. If you’re not sure it’s an emergency, call your doctor’s office for advice.

A guide to whether it’s an emergency is if your symptoms are so severe that you believe not getting medical care right away could place your or someone else’s health (or the health of an unborn child) at risk OR cause major harm to a body function or part.

Examples of an emergency include, when someone:

- May die
- Has chest pains
- Cannot breathe or is choking
- Has passed out or is having a seizure
- Is sick from poisoning or a drug overdose
- Has a broken bone
- Is bleeding a lot
- Has been attacked
- Is about to deliver a baby
- Has a serious injury
- Has a severe burn
- Has a severe allergic reaction or has an animal bite
- Has trouble controlling behavior and without treatment is dangerous to self or others

If you feel you’re having an emergency, you don’t need an OK from us or your PCP to get care.

What should I do after I get emergency or urgent care?

Call your doctor and us within 24 hours, or as soon as you can. The time period for contacting us may be different, depending on your health plan. You may not need to contact us unless you were admitted to the hospital. Check your plan document (your contract, Evidence of Coverage, Summary of Benefits, Certificate of Coverage, or Member Handbook, etc.) for details.

https://www.anthem.com/faqs/connecticut/emergency-care/