



IS PROUD TO OFFER THE EMERGENCY TRIAGE, TREAT AND TRANSPORT (ET3) MODEL



INFORMATION FOR PATIENTS

What is ET3?

The Emergency Triage, Treat, and Transport (ET3) Model is a voluntary program that allows Medicare beneficiaries to choose options for their emergency care other than an Emergency Department (ED) visit. Hackensack Meridian Health was selected to offer the ET3 Model.

What choices are available other than an Emergency Department visit?

Beneficiaries may be offered a telemedicine virtual visit with a physician called “Treat in Place.” Another option called “Alternative Destination” brings patients to an urgent care instead of an emergency department.

Will it cost me more money?

For Medicare beneficiaries there is no additional cost to participate.

What will I have to pay?

Patients are responsible for the patient portion of payment for services. Medicare will cover the cost of services provided under the ET3 program (including the EMS service and/or the telemedicine visit / urgent care visit). You'll be responsible for whatever portion of a claim you would normally have to pay.

What if I still want to go to the ED?

Participation for ET3 is completely voluntary, and patients can choose to be transported to the ED instead of an urgent care or telemedicine visit.

Will I receive the same treatment as I would in an ED?

You'll only be brought to a facility that can provide the type of care you need. If that care is not available at an urgent care or in your home, you'll be brought to an ED.

Can the doctor really evaluate me through the phone or computer?

The telemedicine doctor, working with EMS personnel, can perform an evaluation to make sure that the appropriate care is provided.

What are the benefits of going to an urgent care instead of an ED?

Urgent care tends to be less expensive than the emergency room for non-life threatening illnesses and injuries. On average, patients are cared for and on their way home (or back to school or work) in less time than a traditional ED visit.

What are the benefits of having a telemedicine visit instead of going to an Emergency Department?

In some instances, our doctors can answer your questions and provide the treatment you need without having to be present in the ED.

What if I don't want to go to the Emergency Department, urgent care, or have a telemedicine visit?

If you choose not to receive any of these services, you would need to sign a form refusing medical care. Our EMS providers aren't able to discharge you from a 9-1-1 call without first being seen by a doctor, physician's assistant, or nurse practitioner.

Will my insurance cover this?

Medicare will cover the cost of the ET3 encounter, while other insurance companies are not yet participating in the program and may deny the ET3 claim. As the program continues to grow, we are confident more insurance companies will also provide this as a benefit.



What about if I have a Medicare HMO?

Currently, Medicare HMOs are not participating with Hackensack Meridian *Health* in the ET3 model.

Why Medicare only?

Medicare initiated this pilot program to provide their beneficiaries with the most appropriate emergency services at the right time and place. While other payers are encouraged by Medicare to participate in the ET3 program, they are not mandated.

What if my insurance doesn't cover this?

Medicare will cover the cost of ET3 services. If patients covered under an insurance policy other than Medicare are mistakenly asked to participate in the ET3 program, and these types of services are not covered, HMH will waive the costs associated with ET3.

Is this safe?

Only certain patient medical concerns are being included in the ET3 program. By only offering these services for minor injuries and medical concerns, there is less risk that a serious condition will be missed.

What if I end up in the ED anyway?

If your medical concerns are more serious than initially suspected, you may still need to receive care in an ED. The urgent care will assist with getting you to the next location. If you remain at home, you can always call 9-1-1 if you're having an emergency.

What kind of doctor will I talk to on the telemedicine visit?

Telemedicine encounters are provided by Emergency Medicine physicians.

Do I need to download anything onto my phone or tablet?

No, all communication devices needed for ET3 will be provided by EMS personnel.

Is this visit part of my medical record?

All interactions involving your patient care will be part of your medical record held at Hackensack Meridian *Health*.

What do I do if I'm unhappy with this program after I agree to it?

At any time, you can choose to be transported to an Emergency Department. There is no penalty for choosing an ET3 treatment and then changing your mind.

If I call 9-1-1 again, will I be charged again?

Hackensack Meridian *Health* only charges for services that meet billing criteria. If both 9-1-1 calls meet billing criteria, they will both be billed to Medicare.

What happens if I say no to this program?

Participation is completely voluntary. Patients have the right to not participate and be transported to the emergency department instead.

How will I get home?

Transportation home from an urgent care or the emergency department will be the responsibility of the patient as it is upon discharge from a hospital.

Can I go to my preferred urgent care center?

Patients can only be transported to pre-approved urgent care centers that are currently partnering with Hackensack Meridian *Health*.

Could you take me to my doctor instead?

Under the ET3 program, we can only take you to doctors that are partnering with Hackensack Meridian *Health* for ET3. At this time, that includes our telemedicine providers and certain urgent care centers.

What if I need medication?

Our telemedicine physicians can send prescriptions to your pharmacy. If the medication is available through EMS, you may receive medication during your EMS service. You may also receive medication from the urgent care if you choose to be treated there.

What if I need further testing?

If you need testing that cannot be provided through telemedicine or at an urgent care, our providers will recommend you be transported to an Emergency Department.

Will my primary doctor be notified?

Hackensack Meridian *Health* does not notify your primary care physician (PCP). You should call your PCP and let them know. If you have a MyChart account, your PCP can see any updates from EMS that are shown in your account.

My insurance doesn't qualify, but can I still participate?

At this time, only traditional Medicare beneficiaries are eligible to participate. We are hoping to offer this option to patients with other types of insurance in the future.

