

MEMO

To: El Paso First Provider Network

From: El Paso First Health Plans, Inc.

Date: February 21, 2017

Attn: El Paso First Implementation of FIRSTCALL Medical Advice Infoline

On March 1, 2017, El Paso First will launch **FIRSTCALL**, a Medical Advice Infoline. This new service will provide El Paso First Members with answers to health and wellness questions and provide support on determining the right level of care at the moment they call.

FIRSTCALL will provide real-time support 24 hours a day, 365 days a year, helping Members understand symptoms and provide education with a focus on decreasing emergency room referrals and visits. To help facilitate this service to El Paso First Members, the following FAQ's are provided.

Who can providers refer to FIRSTCALL? STAR, CHIP and CHIP Perinate Members of El Paso First or their care-givers.

When can El Paso First Members call? Starting March 1, 2017, the **FIRSTCALL** Medical Advice Infoline will be accessible 24 hours a day, 7 days a week. Members will call the number for the Plan in which they participate:

- STAR Members: 1-844-549-2826
- CHIP Members: 1-844-549-2827

Who will answer these calls? Calls will be answered by a nurse or pharmacist healthcare professional.

What is the call process? **FIRSTCALL** nurses and pharmacists will triage calls presented by the member using the Schmitt-Thompson guidelines, along with clinical experience, nationally recognized medical guidelines, and state-of-the-art interactive triage software. This process will provide:

- immediate symptom assessment and direction to the appropriate level of care;
- answers to any health-related questions or concerns; and
- decision support

The nurse or pharmacist healthcare professional may recommend one or more of the following options:

- Stay-at-home treatment alternatives or self-care recommendations
- Next day follow up with their assigned Primary Care Provider
- Referral to an after-hours/night clinic or urgent care clinic
- Referral to an emergency room
- Call 911

FIRSTCALL offers a viable solution to support quality, efficiency, and effectiveness of communication between members and health care professionals to improve the quality of healthcare services. **For questions or concerns please contact our Provider Relations Team, Monday thru Friday, 8 a.m. to 5 p.m. at 915-532-3778 ext.1507 or toll-free at 1-877-532-3778 ext.1507.**