

How will I know if I have an emergency?

You should only use a hospital emergency room for very serious or life-threatening problems. An emergency is a sudden injury or illness that if not treated right away, could cause death or permanent harm. If you are pregnant, it could mean harm to you or your baby's health.

If you are experiencing emergency symptoms, don't wait! Call 911 or go to your nearest hospital emergency room. Some examples of an emergency may include the following:

- Any condition you believe is life threatening
- Broken bones
- Chest pain
- Convulsions or seizures
- Coughing or vomiting blood
- Deep cuts or bleeding that won't stop
- Difficulty breathing or shortness of breath
- Drug Overdose
- High fevers
- Numbness in the face, arm or leg
- Poisoning
- Severe burns
- Sudden blurred vision
- Sudden dizziness, weakness, or loss of coordination or balance
- Sudden severe abdominal pain
- Sudden severe headache (not a migraine)
- Suicidal thoughts
- Unconsciousness (black out)
- Vaginal bleeding during pregnancy

WHERE CAN I GET MORE INFORMATION?

Write to us at:

Quality Assurance Unit
Division of Health Care Services
4501 Business Park Blvd., Building L
Anchorage, AK 99503-7167

Call us at:

(907) 334-2400
(907) 561-1684 fax

Visit the AMCCI website:

<http://dhss.alaska.gov/dhcs/Pages/amcci/default.aspx>



Alaska Medicaid Coordinated Care Initiative (AMCCI)



Assisting members to get the health care they need. Educating members to use their health care benefits appropriately.

What is the Alaska Medicaid Coordinated Care Initiative (AMCCI) about?

At times, some Alaska Medicaid members find it difficult to get to their medical appointments, find a right doctor, get care after hours, or understand their medical conditions or treatment. As a result, some members frequently visit the hospital emergency room or don't get the care they need.

If this sounds like you, then the AMCCI may be the program for you.

AMCCI can provide one-on-one case management services. The AMCCI case manager will listen to members' concerns and help find solutions to their health care needs. Our goal is to help Alaska Medicaid members feel better and be healthier by helping them appropriately use their Medicaid benefits.

Participation to the AMCCI is voluntary. We encourage Alaska Medicaid members to learn more about the program and take advantage of its benefits.

How is AMCCI going to help me?

As an AMCCI volunteer, you will receive help or support to:

- Address health care problems and concerns
- Understand your medication
- Obtain care providers and specialists, as needed
- Make appointments
- Obtain and access the health care you need
- Choose the appropriate setting for your care

If you volunteer to participate in the AMCCI, you will receive additional information about the program. A case manager will contact you to discuss your medical concerns and learn more about your health care needs.

Your case manager may also work with your current physicians and providers to ensure you are able to access the level of care you need based on your medical condition.

"We aim for the AMCCI program to be a positive experience for all. "

How do I participate?

There are several ways for an Alaska Medicaid member to participate in the AMCCI:

- You may complete and submit a self-referral form
- Medical providers and community agencies may complete and submit a member referral form
- Members who frequently use the emergency room more often than other members may be contacted and asked to volunteer

The AMCCI referral forms are available online at:

<http://dhss.alaska.gov/dhcs/Pages/amcci/members.aspx>.

Give us feedback about your AMCCI experience.

You may contact us at (907) 334-2400 to provide feedback. Additionally, all volunteers will be given a survey annually.