



Real Time Reporting Private Duty Nursing (PDN)

During Business Hours	After Business Hours
If the PDN does not show up, the member should call the PDN agency to report a no show.	
If no resolution is reached, the member should contact the Care Manager to report any issues or gaps in care.	If afterhours, the member should call the Coastal 24/7 line at 1-855-481-0505.
The Care Manager will assist the member and transfer the call to the Coastal 24/7 line.	If no resolution is reached, the enrollee can call the Plan Nurse Line.