

Don't add expense to injury
with a trip to the emergency room.



About Urgent Care Centers

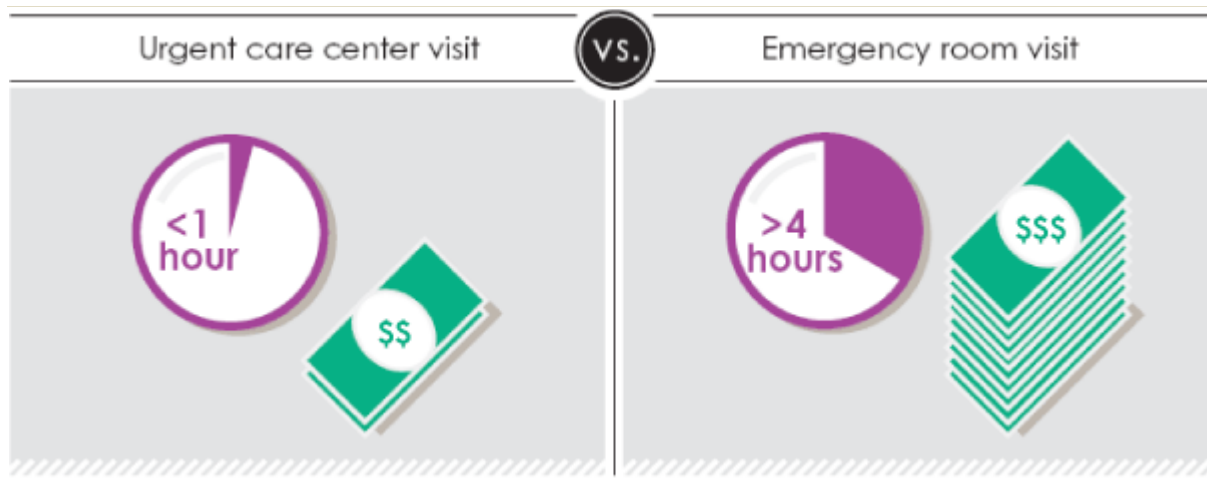
An urgent care center can provide many of the same basic medical services as your doctor's office, often with extended hours for delivering services and lower out-of-pocket costs. Staffed with licensed physicians, urgent care centers are ideal for non-emergency care when your doctor is not available:

Urgent Care Centers	Emergency Rooms
<ul style="list-style-type: none"> • Cough, sore throat, respiratory infections • Ear aches • Back pain, body aches • Burning with urination • Colds, sinus infections, allergies • Eye irritation, swelling or pain • Sprains, muscle strains • Rashes, minor cuts, scrapes, wounds • Nausea, vomiting, diarrhea • Animal bites 	<ul style="list-style-type: none"> • Any life-threatening or disabling condition • Injury, with loss of consciousness or fainting • Uncontrolled bleeding • Sudden numbness of limbs or face, difficulty speaking • Severe shortness of breath or difficulty breathing • Sudden, severe chest pain or pressure • Major injuries, vehicle accidents, stab wounds • Poisoning • Sudden, severe abdominal pain • Vomiting blood

If you feel you are experiencing an emergency, call 911 immediately or go to the nearest emergency room.

You'll save time and money with an urgent care center

Urgent care centers offer you quality care at lower out-of-pocket costs for non-emergency conditions and the wait is typically less than an hour* while the average wait time at a California ER is about 4 hours and 34 minutes.[†]



Your Health Plan Type and Finding the Right Urgent Care Center

HMO Plan Members:

- Call your doctor's office to help you find the closest urgent care center you can visit. You can only seek care at urgent care centers affiliated with your doctor's medical group or IPA.
- Before you seek care, get an authorization from your doctor's office; otherwise, your HMO plan may not cover the services you receive.

POS Plan Members:

- Level 1 Benefits
 - Call your doctor's office first for instructions and help locating the nearest urgent care center.
 - Care received at an urgent care center that is not affiliated with your doctor's medical group or IPA will be covered under either level 2 or level 3 of your benefits, depending on where you go.
- Level 2 Benefits
 - Use [Find a Provider](#) to find an urgent care center for covered services.

PPO Plan Members:

- Call your doctor's office before you access care.
- If your doctor isn't available, visit any urgent care center for covered services.
- See providers within the Blue Shield network for lower out-of-pocket costs.
- Use [Find a Provider](#) to locate an urgent care center near you.

For a detailed description of coverage benefits and limitations, please consult your health plan's *Evidence of Coverage* or *Certificate of Insurance/Policy*.

* John Hopkins Medicine Health Alerts (posted 2009, November 18 and reviewed 2011, January) Urgent Care or the ER - Which is the Right Choice? Retrieved May 31, 2011, http://www.johnshopkinshealthalerts.com/alerts/healthy_living/JohnsHopkinsHealthyLivingHealthAlert_3247-1.html

† 2010 Emergency Department Pulse Report from American College of Emergency Physicians and Press Ganey.