

AFTER-HOURS CARE Options	Blue Shield PPO Members	Blue Shield HMO Members	Kaiser Permanente Members
<p>Urgent Care Centers An urgent care need is one that requires prompt medical attention but is not an emergency medical condition.</p> <p>Things like back pain, sore throats, and minor burns and cuts can cause us to make unnecessary and costly emergency room visits.</p> <p>The next time a non-emergency strikes, visit an urgent care center to reduce your wait time and your out-of-pocket expenses, while receiving the care you need.</p>	<p>PPO members – Remember it's important to only go to urgent care centers that are in network. If you visit an urgent care center that is not in the network, you will generally pay more than you would at a preferred facility.</p> <p>To find an in network facility, go to the Find a Provider page on blueshieldca.com/ucc-ppo or call Customer Service at (800) 442-7247 to locate a local urgent care center within the Blue Shield PPO network.</p>	<p>HMO members - make sure you're covered! Before visiting an urgent care center, get an authorization from your doctor's office, or call the Blue Shield Member Services number on your Blue Shield member ID card to find an urgent care center affiliated with your doctor's medical group or Independent Practice Association (IPA).</p> <p>Visit the Find a Provider page on blueshieldca.com/ucc-hmo to locate urgent care centers near you.</p>	<p>Kaiser Permanente has 19 urgent care locations throughout Southern California. It's always a good idea to know where the Kaiser Permanente urgent care locations are near your home and work.</p> <p>Urgent care locations are available online at kp.org/scal/urgentcare.</p>
<p>Telemedicine Speak to a nurse or physician by video or phone if you are considering the emergency room or urgent care for non-emergency issues when your primary care physician is not available.</p> <p>If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call 911 or go to the nearest emergency department.</p>	<p>MDLIVE PPO or HDHP plan members can use MDLIVE for around-the-clock on-demand access to a national network of board-certified doctors and licensed therapists who can diagnose, recommend treatment, and prescribe medication (if appropriate). With MDLIVE, you can speak to a doctor anytime, anywhere through secure video or phone.</p> <p>There is a \$5 per consultation fee for PPO members and a \$38 per consultation fee for HDHP members, which applies to the deductible. Start today by calling (888) 632-2738 or registering at mdlive.com/cvt. The MDLIVE App is now available at mdlive.com/getapp for iPhone and Android OS.</p>	<p>NurseHelp 24/7 When you need answers right now call NurseHelp 24/7. You'll be connected with an experienced registered nurse who will help evaluate your symptoms, discuss treatment options, determine whether to see a doctor, and more.</p> <p>NurseHelp 24/7 can help you save time and money by avoiding unnecessary trips to the doctor's office or ER for non-emergency care, at no extra cost. Call (877) 304-0504 anytime.</p>	<p>Kaiser Permanente Advice Nurses If you have any questions about the type of care you need, advice nurses can direct you to the most appropriate place for treatment, and provide advice, when medically necessary.</p> <p>Advice nurses are available 24 hours a day, 7 days a week. To contact one during weekdays, call the number for your Kaiser Permanente facility.</p> <p>For after-hours advice, call 1-888-576-6225, or 711 (TTY for the deaf, hard of hearing, or speech impaired).</p>