

Anthem Blue Cross HMO Members

If You Need Urgent Care

You are “in-area” if you are 15-miles or 30-minutes or less from your medical group.

If you are in-area:

1. Call your *primary care doctor or medical group*. The number is listed on your Anthem Blue Cross ID Card.
2. Follow their instructions.
3. Find an urgent care facility within your medical group. (Please be prepared to pay a regular office copay \$15 for Select HMO & \$10 for Vivity HMO)

If you are out of your service area:

If you have a *severe or life-threatening illness or injury*

**Go to the nearest emergency room and
call Anthem within 48 hours of your emergency room visit**

If you need *urgent care*, if care can't wait until you get back to make an appointment with your primary care doctor, get the medical care you need right away.

Go to any retail health clinic or urgent care center

Urgent care is for when you need to be treated right away, but your problem isn't life-threatening (e.g., things like an earache, sore throat, rash, sprained ankle, flu or a fever up to 104°. A higher fever might be an emergency.). These centers are generally open late at night, and on weekends and holidays.

Please be prepared to pay a regular office copay of \$15 for Select HMO & \$10 for Vivity HMO. If the urgent care center can't find you in their system, you may be asked to pay the entire cost; if so you will need to file for reimbursement after the fact.

Remember

Anthem will not cover services that do not fit the definition of *urgent care*.

Not sure what to do? Call your doctor.