Student Plan Contacts

Caltech

When You Have Insurance Questions

1) **Call the insurance company first** for questions about who's eligible, what's covered, ID cards, Preferred (PPO) providers, claims and payments.

Health Insurance Company (medical, mental health, Rx)	Dental Insurance Company	Vision Insurance Company
UnitedHealthcare (UHCSR) http://www.uhcsr.com/Caltech (888) 251-5640 Policy number: 2016-755-1	**Delta Dental** http://deltadentalins.com/caltechstudentdental (800) 765-6003 Policy/group number: 5372	**EyeMed** https://eyemedvisioncare.com (866) 939-3633 Policy/group number: 1006296

2) **Escalate issues —** If the insurance company cannot resolve an issue for you, contact the Caltech Benefits Office at hrbenefits@caltech.edu.

When You Need Care While on Campus

For Routine Situations		Telehealth
Campus Student Health Center http://www.healthcenter.caltech.edu 1239 Arden Road (626) 395-6393 Mon, Tues, Thurs, Fri: 8:15 am to 4:45 pm Weds: 9 am to 4:45 pm	**Campus Student Counseling Center** http://www.counseling.caltech.edu 1239 Arden Road (626) 395-8331 Mon – Fri: 8 am to 12 pm, 1 to 5 pm	**HealthiestYou** http:/www.telehealth4students.com 24/7 access to medical advice for minor illnesses, such as allergies, sore throat, earache, pink eye, etc. **Free to UHCSR members** **$40 consultation fee for others**

For Emergency Situations	
Medical Emergency On campus: Dial 5000 Off campus: Dial 911	**Nearest Emergency Room:** Huntington Memorial Hospital 100 W. California Blvd. Pasadena, CA 91125 (626) 397-5111
Psychological Emergencies Call Campus Security at x5000 and ask to page the psychologist on call.	

For Urgent Medical Situations (Non-Emergency)		
During regular hours, go to: *Campus Health Center* (see hours/phone/ address above)	**After hours or on holidays, go to one of the nearest urgent care centers** (if you need transportation, contact Campus Security at x5000): *Healthcare Partners — Fair Oaks Urgent Care Center* 301 S. Fair Oaks Ave., Suite 101 Pasadena, CA 91105 (626) 585-4500 24 hours a day, 7 days a week	*Pasadena Community Urgent Care (Huntington Medical Foundation)* 3160 E. Del Mar Ave. Pasadena, CA 91107 (626) 270-2400 7 a.m. to 10 p.m., 7 days a week

If the Campus Health Center is closed and you're not sure if you should go to the urgent care center for a non-emergency, call (626) 584-2421 and ask for Dr. Stuart Miller.

If you need immediate attention and can't wait, go to one of the urgent care centers above (or to the emergency room if it's an emergency medical situation).