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.

<table>
<thead>
<tr>
<th>Health Insurance Company (medical, mental health, Rx)</th>
<th>Dental Insurance Company</th>
</tr>
</thead>
</table>
| **UnitedHealthcare (UHC)**
  www.uhcsr.com/Caltech
  (888) 251-5640
  Policy number: 2014-755-1 | **Delta Dental**
  http://deltadentalins.com/caltechstudentdental
  (800) 765-6003
  Policy/group number: 5372 |

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**

<table>
<thead>
<tr>
<th>Campus Student Health Center</th>
<th>Campus Student Counseling Center</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.healthcenter.caltech.edu">http://www.healthcenter.caltech.edu</a></td>
<td><a href="http://www.counseling.caltech.edu">http://www.counseling.caltech.edu</a></td>
</tr>
</tbody>
</table>
| 1239 Arden Road
  (626) 395-6393
  Mon, Tues, Thurs, Fri: 8:15 a.m. to 4:45 p.m.
  Weds: 9 a.m. to 4:45 p.m. | 1239 Arden Road
  (626) 395-8331
  Mon – Fri: 8 a.m. to 12 p.m., 1 to 5 p.m. |

**For Emergency Situations**

<table>
<thead>
<tr>
<th>Medical Emergency</th>
<th>Nearest Emergency Room:</th>
</tr>
</thead>
</table>
| On campus: Dial 5000
  Off campus: Dial 911 | Huntington Memorial Hospital
  100 W. California Blvd.
  Pasadena, CA  91125
  (626) 397-5111 |

<table>
<thead>
<tr>
<th>Psychological Emergencies</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Campus Security at x5000 and ask to page the psychologist on call.</td>
<td></td>
</tr>
</tbody>
</table>

**For Urgent Medical Situations (Non-Emergency)**

<table>
<thead>
<tr>
<th>During regular hours, go to: Campus Health Center</th>
<th>After hours or on holidays, go to one of the nearest urgent care centers (if you need transportation, contact Campus Security at x5000):</th>
</tr>
</thead>
</table>
| Campus Health Center (see hours/phone/ address above) | 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).