

## 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
<b>UnitedHealthcare (UHCSR)</b> <a href="http://www.uhcsr.com/Caltech">http://www.uhcsr.com/Caltech</a> (888) 251-5640 Policy number: 2017-755-1	<b>Delta Dental</b> <a href="http://deltadentalins.com/caltechstudentdental">http://deltadentalins.com/caltechstudentdental</a> (800) 765-6003 Policy/group number: 5372	<b>EyeMed</b> <a href="https://eyemedvisioncare.com">https://eyemedvisioncare.com</a> (866) 800-5457 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](mailto:hrbenefits@caltech.edu).

## When You Need Care While on Campus

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

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

For Urgent Medical Situations (Non-Emergency)			
<b>During regular hours, go to:</b> <i>Campus Health Center</i> (see hours/phone/address above)	<b>After hours or on holidays, go to one of the nearest urgent care centers</b> (if you need transportation, contact Campus Security at x5000): <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <i>Healthcare Partners — Fair Oaks Urgent Care Center</i>                              301 S. Fair Oaks Ave., Suite 101                              Pasadena, CA 91105                              (626) 585-4500                              24 hours a day, 7 days a week                         </td> <td style="width: 50%; border: none;"> <i>Pasadena Community Urgent Care (Huntington Medical Foundation)</i>                              3160 E. Del Mar Ave.                              Pasadena, CA 91107                              (626) 270-2400                              7 a.m. to 10 p.m., 7 days a week                         </td> </tr> </table>	<i>Healthcare Partners — Fair Oaks Urgent Care Center</i> 301 S. Fair Oaks Ave., Suite 101 Pasadena, CA 91105 (626) 585-4500 24 hours a day, 7 days a week	<i>Pasadena Community Urgent Care (Huntington Medical Foundation)</i> 3160 E. Del Mar Ave. Pasadena, CA 91107 (626) 270-2400 7 a.m. to 10 p.m., 7 days a week
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If you need immediate attention and can't wait, call HealthiestYou or go to one of the urgent care centers above (or to the emergency room if it's an emergency medical situation).