**Non-Emergency Care**

From time to time California’s Valued Trust (CVT) members need care for a sick child, a swollen ankle or an ear ache but the family doctor is not available and it is not an emergency. What are your options? Depending on your plan there are several good ways you can get care.

**Urgent Care Centers**

Urgent care is a category of walk-in clinic focused on the delivery of ambulatory care in a dedicated medical facility outside of a traditional emergency room. Urgent care centers primarily treat injuries or illnesses requiring immediate care, but not serious enough to require an ER visit.

Urgent care does not replace your primary care physician. An urgent care center is a convenient option when someone’s regular physician is on vacation or unable to offer a timely appointment. Or, when illness strikes outside of regular office hours, urgent care offers an alternative to waiting for hours in a hospital Emergency Room.

**TeleHealth**

Another option is to speak to a nurse or physician by video, phone or computer if you’re considering an emergency room visit for a non-emergency room condition. Some plans offer MDLIVE or Teladoc, while others have NurseHelp 24/7 or Advice Nurse.

**Emergency Rooms**

If you believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to you or your family member’s health, call 911 or go to the nearest emergency room.

**Online Resources**

Visit CVT’s online resources at www.CVTrust.org or call Member Services at (800) 288-9870 for more information.

- **Know Your CVT Benefits Series**: Brochure series provides information to make informed decisions at www.cvtrust.org/resources/healthcare-literacy
- **Medical and Pharmacy Benefit Calculator**: Compare the benefits and out-of-pocket expense between plans at www.cvtrust.org/calculator
- **Summary of Benefits and Coverage**: Outline of your plans’ coverage and benefits at www.cvtrust.org/sbc
- **YouTube Channel**: Visit our YouTube Channel for fun, informative videos about healthcare, benefits and services that CVT offers. Visit YouTube.com/CVTinfo

---

CVT complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-288-9870.

注意：如果您使用繁體中文, 您可以免費獲得語言援助服務, 請致電 800-288-9870.
Anthem PPO Members

Urgent Care

If you are an Anthem PPO member please remember it’s important to only go to urgent care centers that are in the network. If you visit an urgent care center that is not in network, you will generally pay more than you would at a preferred facility.

Check in advance of needing urgent care and locate urgent care centers that are in the Anthem PPO network close to you. Visit anthem.com/CA/WHAT-TO-KNOW and under the Deciding Where to Get Care section, select Urgent Care. Or call Anthem Customer Service at 800-234-4333 for assistance.

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 medications (if appropriate). With MDLIVE, you can speak to a doctor anytime, anywhere through secure video, phone or online.

There is a $5.00 per consultation fee for PPO members and a $40 per consultation fee for HDHP members, which applies to the deductible. Start today by calling 888-632-2738 or registering at mdlive.com/cvt.

Blue Shield PPO Members

Urgent Care

If you are a Blue Shield of California PPO member please remember it’s important to only go to urgent care centers that are in the network. If you visit an urgent care center that is not in network, you will generally pay more than you would at a preferred facility.

To find an in-network facility, go to the Find a Doctor page on blueshieldca.com/networkppo, select Urgent Care and then enter your City, State or Zip and select Continue. Or call HealthComp Customer Service at 800-442-7247 to locate a local urgent care center within the Blue Shield PPO network.

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 medications (if appropriate). With MDLIVE, you can speak to a doctor anytime, anywhere through secure video, phone or online.

There is a $5.00 per consultation fee for PPO members and a $40 per consultation fee for HDHP members, which applies to the deductible. Start today by calling 888-632-2738 or registering at mdlive.com/cvt.

Kaiser Permanente HMO Members

Urgent Care

Many of Kaiser Permanente facilities throughout the state provide urgent care. Locations for urgent care facilities are available on kp.org/getcare. For hours, call the appointment and advice line at the facility you plan to visit.

If you’re not sure what kind of care you need, Kaiser advice nurses can direct you to the most appropriate place for treatment, and provide advice, when medically necessary.

After Hours Advice Nurses

Kaiser advice nurses are available by phone to talk about any health concern 24 hours a day, 7 days a week. To contact one during weekdays, call the number for your Kaiser Permanente facility. For after-hours advice, call 1-888-576-6225, or 711 (TTY for the deaf, hard of hearing, or speech impaired).