When You Have Insurance Questions

1) **Call the insurance company first** for questions about whose 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>
<th>Vision Insurance Company</th>
</tr>
</thead>
</table>
| UnitedHealthcare (UHCSR)  
http://www.uhcsr.com/Caltech  
(888) 251-5640  
Policy number: 2019-755-1 | Delta Dental  
http://deltadentalins.com/caltechstudentdental  
(800) 765-6003  
Policy/group number: 5372 | EyeMed  
https://eyemedvisioncare.com  
(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.

When You Need Care While on Campus

**For Routine Situations**

| 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  
797 S. Fair Oaks Ave.  
Pasadena, CA 91105  
(626) 795-2244  
24 hours a day, 7 days a week | Exer More Than Urgent Care  
(Huntington Medical Foundation)  
3160 E. Del Mar Ave.  
Pasadena, CA 91107  
(626) 270-2400  
9 a.m. to 9 p.m., 7 days a week |

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).