

## When You Have Insurance Questions

- 1) **Call the insurance company** for questions about what's covered, ID cards, in-network providers, claims & payments. You may also call Caltech's Anthem Concierge, Ruben Rodriguez at 626-395-6628 or [RubenA.Rodriguez@anthem.com](mailto:RubenA.Rodriguez@anthem.com).

Health Insurance Company (medical, mental health, Rx)	Dental Insurance Company	Vision Insurance Company
<b>Anthem Student Advantage (ASA)</b> <a href="https://studentca.anthem.com/student/schools/caltech">https://studentca.anthem.com/student/schools/caltech</a> (833) 332-0797 Policy number: Undergrad: L03152MU03 Grad: L03152MG03	<b>Anthem Student Advantage (ASA)</b> <a href="https://studentca.anthem.com/student/schools/caltech">https://studentca.anthem.com/student/schools/caltech</a> (833) 332-0797 Policy/group number: L06091D001	<b>EyeMed</b> <a href="https://eyemedvisioncare.com">https://eyemedvisioncare.com</a> (866) 800-5457 Policy/group number: 1006296

- 2) **Escalate issues** — If you need further assistance contact the Caltech Benefits Office at [hrbenefits@caltech.edu](mailto:hrbenefits@caltech.edu) or by calling 626-395-6443 to speak to a representative or to schedule an appointment.

## When You Need Care While on Campus

For Routine Situations		Telehealth
<b>Student Health Services</b> <a href="https://wellness.caltech.edu/health">https://wellness.caltech.edu/health</a> 1239 Arden Road (626) 395-6393 Monday – Friday 8:00 am to 5:00 pm No appointments 12pm-1pm; opens at 9am on Wednesdays	<b>Student Counseling Services</b> <a href="https://wellness.caltech.edu/counseling">https://wellness.caltech.edu/counseling</a> 1239 Arden Road (626) 395-8331 Monday – Friday 8:00 am to 5:00 pm	<b>LiveHealth Online</b> <a href="https://livehealthonline.com/">https://livehealthonline.com/</a> 24/7 access to medical advice for minor illnesses, such as allergies, sore throat, earache, pink eye, etc. <b>Free to ASA members</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 Counseling Services at (626) 395-8331. After hours, call this same number and press '2' to be connected.	

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> <tr> <td> <b>Advanced Urgent Care</b>                              797 S. Fair Oaks Ave.                              Pasadena, CA 91105                              (626) 304-0404                              Monday – Friday: 8am to 8pm                              Weekends: 9am-5pm                         </td> <td> <b>Anaheim Urgent Care</b>                              600 South Lake Ave, Ste 105                              Pasadena, CA 91106                              (626) 844-8848                              Monday – Friday: 8am to 8pm                              Weekends: 9am-5pm                         </td> </tr> </table>	<b>Advanced Urgent Care</b> 797 S. Fair Oaks Ave. Pasadena, CA 91105 (626) 304-0404 Monday – Friday: 8am to 8pm Weekends: 9am-5pm	<b>Anaheim Urgent Care</b> 600 South Lake Ave, Ste 105 Pasadena, CA 91106 (626) 844-8848 Monday – Friday: 8am to 8pm Weekends: 9am-5pm
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