

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 caltech_anthem_concierge@caltech.edu.

Health Insurance Company (medical, mental health, Rx)	Dental Insurance Company	Vision Insurance Company
Anthem Student Advantage (ASA) https://studentca.anthem.com/student/schools/caltech (833) 332-0797 Policy number: Undergrad: L03152MU03 Grad: L03152MG03	Anthem Student Advantage (ASA) https://studentca.anthem.com/student/schools/caltech (844) 729-1565 Policy/group number: L06091D001	EyeMed https://eyemedvisioncare.com (866) 800-5457 Policy/group number: 1006296

- 2) **Escalate issues** — If you need further assistance contact the Caltech Benefits Office at 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
Student Health Services https://wellness.caltech.edu/health 1239 Arden Road (626) 395-6393 Monday – Friday 8:00 am to 5:00 pm No appointments 12pm-1pm; opens at 9am on Wednesdays	Student Counseling Services https://wellness.caltech.edu/counseling 1239 Arden Road (626) 395-8331 Monday – Friday 8:00 am to 5:00 pm	LiveHealth Online https://livehealthonline.com/ 24/7 access to medical advice for minor illnesses, such as allergies, sore throat, earache, pink eye, etc. Free to ASA members

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 Counseling Services at (626) 395-8331. After hours, call this same number and press '2' to be connected.		

For Urgent Medical Situations (Non-Emergency)		
During regular hours, go to: <i>Campus Health Center</i> (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):	
	Advanced Urgent Care 797 S. Fair Oaks Ave. Pasadena, CA 91105 (626) 304-0404 Monday – Friday: 8am to 8pm Weekends: 9am-5pm	Exer Urgent Care 3160 E Del Mar Blvd Pasadena, CA 91107 (626) 270-2400 Monday – Friday: 8am to 8pm Weekends: 8am-8pm

