



## Get care outside your home

You have options for care besides a regular doctor's office visit.

### Save time and money by going to an urgent care center

Urgent care centers provide many of the same medical services as a doctor's office, often with extended hours. Staffed with qualified professionals, these centers are ideal for non-emergency care when your doctor is not available, and can save you time and money.

If you are an HMO member, before you go to an urgent care center:

- Always call your primary care physician's (PCP's) office first for instructions and help in finding the closest affiliated urgent care center
- Make sure the urgent care center you visit is affiliated with your PCP's medical group/ Independent Practice Association (IPA), or your HMO plan may not cover the services you receive.

If you are an EPO, POS, or PPO member, you can locate a local urgent care center by going to [blueshieldca.com/find-a-doctor](https://blueshieldca.com/find-a-doctor) and clicking on *Urgent care*.

**If you feel you are experiencing an emergency, call 911 immediately or go to the nearest emergency room.**

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### Get virtual or walk-in health care at CVS and Target (EPO, POS, and PPO members only)

You can get virtual and in-person non-emergency health care at CVS and Target Clinics across California through MinuteClinic®.\*

Staffed by board-certified nurse practitioners, CVS and Target offer affordable access to care seven days a week, including evenings and weekends. You may need an appointment for a virtual visit.

You can find hours of operation and a list of services at [minuteclinic.com](https://minuteclinic.com) and [target.com/clinic](https://target.com/clinic).

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### Get your flu shot and more at a retail pharmacy

Our large network of retail pharmacies offers several preventive vaccines, including the annual flu shot, at no extra charge<sup>†</sup> without a prescription. You can still get vaccines at your doctor's office, instead of a pharmacy, if you prefer.

For more information, go to [blueshieldca.com/pharmacy](https://blueshieldca.com/pharmacy). Then, click on *Drug formularies*. Next, click on your group plan type (e.g., large group), and select *Vaccine list*. Or, call the customer service number on your Blue Shield member ID card.

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### Connect with a specialist through video technology (for EPO and PPO members only)

EPO and PPO members can use Virtual Care's interactive video technology to see leading specialists from across California. Specialist care offered at Virtual Care sites includes cardiology, neurology, and many other specialties.

For more information, go to [blueshieldca.com/virtualcare](https://blueshieldca.com/virtualcare). Or, call the Virtual Care Coordination Center at **(866) 832-8218**.

\* Retail clinics are available to Blue Shield EPO and PPO members and to POS members through their PPO (Level 2) benefits. HMO members should check with their doctor's office before visiting a retail clinic. HMO plans may not cover the services received if the clinic is not in the medical group/IPA of the member's PCP.

<sup>†</sup> Members enrolled in an eligible non-grandfathered plan with an outpatient prescription drug benefit can receive coverage of select vaccines at a participating pharmacy at no extra cost.