Where to Go When You Need Care Now

With UC SHIP, your first stop for non-emergency care is always your student health center (SHC). But when you can’t wait to get care, you have other options.

**NON-URGENT CARE**

**Student Health Center**
Start here when you can. Your SHC provides outpatient medical, preventive care, mental health, and substance use disorder services. It’s staffed with board-certified physicians, certified nurse practitioners, and physician assistants, all of whom are experts in meeting student health care needs. Certain SHCs also provide pharmacy services.

**NEED MENTAL HEALTH CARE?**
From 24/7 one-on-one support to app-based treatment, UC SHIP offers a variety of emotional well-being care options.
Visit myucship.org for more information.

**24/7 Advice Nurse**
Average copay: $0
Call your SHC’s 24/7 advice nurse or Anthem’s 24/7 NurseLine (available 365 days a year, holidays included) for assistance with questions like:
• Can my problem be treated at home?
• Do I need to see a doctor?
• Should I head to the emergency room?

**LiveHealth Online**
Average copay: $0–$25, depending on your campus
See a doctor online, 24/7, with LiveHealth Online. If you need a prescription, they’ll send it to your local pharmacy. You can use LiveHealth Online for common medical conditions, including:
• Flu
• Minor rashes
• Allergies
• Cold and fever
• Diarrhea
• Headaches
• Pinkeye
• Tooth pain

**URGENT CARE**

**Student Health Center**
Call your SHC to see if a same-day appointment is available. You may be able to speak with a doctor by phone, even if you can’t wait for an appointment.

**Urgent Care Center**
Average copay: $25–$50 (in-network); 40%–50% coinsurance after deductible (out-of-network)
Go to an urgent care center for immediate care for an illness or injury that isn’t life-threatening but needs to be treated right away. Some urgent care centers do X-rays, lab tests, and stitches.
Common urgent care needs include:
• Earaches
• Sore throats
• Fevers
• Tests for flu, strep and urinary tract infections
• Simple cuts
• Nausea, vomiting and diarrhea
• Mild asthma

**KNOW BEFORE YOU GO**
You’ll pay a moderate copay if you choose an urgent care center in the Anthem network (Find Care > Log In or Basic search as a Guest). You’ll pay a lot more if you go to an out-of-network urgent care center.

**EMERGENCY CARE**

**Emergency Room**
Average copay: up to $200; copay waived if you’re admitted
Head to the emergency room or call 911 for a life-threatening emergency, including:
• Severe shortness of breath
• Loss of consciousness
• Coughing up or vomiting blood
• Broken bones
• Major injuries
• High fever with mental confusion
• Chest pain; numbness in the face, arm or leg; or difficulty speaking