

We're here to help you and your family stay healthy. Getting care from a primary care provider (PCP) is one of the best ways to stay well.

It can be helpful to keep your PCP's info handy.

You can put their name, office phone number and after-hours number in your phone. Or you can write it down here and keep it on your fridge or bulletin board so you can find it quickly.

My PCP's name

Phone number

After-hours number

If you don't know the name of your PCP, we can help. Call the Anthem Customer Care Center at the number on your member ID card. If you need help making an appointment with your PCP, we can do that, too.

Do you need help with your health care, talking with us or reading what we send you? We provide our materials in other languages and formats, including Braille, large print and audio at no cost to you. Call us toll free at 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letras grandes y audio sin costo para usted. Llámenos a la línea gratuita al 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

您在醫療保健、向我們諮詢、或是閱讀我們寄給您的資料時有需要任何的幫助嗎？我們以其他語言和格式提供我們的資料，包括點字、大型字體印刷和音訊格式，您無需支付任何費用。請撥打免費電話1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal)。

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Where should I go for care?

The right care in the right place can help you stay healthy



www.anthem.com/ca/medi-cal



What is a PCP?

A PCP is the person you see the most when you don't feel well, get hurt, need immunizations or a checkup. Your PCP can be a doctor, physician assistant or nurse practitioner.

Why do I need a PCP?

Everyone's health is different. Your PCP knows your medical history and your wellness goals. You and your PCP work as a team to make sure your individual health needs are met. This can help keep you feeling good.

If I'm sick or get a minor injury, who should I call?

Call your PCP's office first. Even if they're closed, someone should call you back to tell you what to do. You can also call the 24/7 NurseLine at 1-800-224-0336 (TTY 1-800-368-4424). A nurse can help you get the care you need by:

- Trying to help get you an appointment with your PCP sooner.
- Telling you how quickly you need to be treated.
- Figuring out what kind of health care you may need.
- Telling you how to take care of yourself before you are seen by a doctor.

How do I know if it's an emergency?

Some injuries and illnesses aren't emergencies, but they can get worse if they're not treated quickly. If you have any of these, call your PCP's office. If your PCP's office is not open, go to your nearest urgent care center or walk-in clinic.

- Vomiting or "throwing up"
- Minor burns or cuts
- Earaches
- Headaches
- Sore throat
- Fever higher than 100.5 degrees
- Sprains or muscle strains

When should I go to the ER?

If you have an emergency, it's important to get care right away. Go to the ER or call 911 if you have:

- Trouble breathing.
- Chest pains.
- Loss of consciousness.
- Bad bleeding that won't stop.
- Bad burns.
- Shakes, also known as convulsions or seizures.
- Sudden sharp pain.
- A sudden, severe headache.



When should I not go to the ER?

If you have any of the following, check with your PCP first. You usually do **not** need to go to the ER for:

- Colds and flu.
- Cough, sore throat or earaches.
- Fever (without convulsions).
- Insect bites (unless you have trouble breathing).
- Minor burns.
- Muscle strains.
- Common skin rashes.
- Simple urinary infections.
- Vomiting or diarrhea for less than one day.

Why go to the ER if you don't have to?

If you don't have an emergency and are thinking of going to the emergency room, keep in mind:

- The wait time can be very long.
- The ER doesn't have your medical records.
- ER doctors don't know your health history as well as your PCP does.
- You may be exposed to other illnesses.



You may be able to get medical care at one without an appointment. Many are open evenings, weekends and holidays.

To find an urgent care center, clinic or doctor's office with longer hours, visit www.anthem.com/ca/medi-cal or call the Customer Care Center at the number on your ID card. We're just a phone call away from 7 a.m. to 7 p.m. Pacific time Monday through Friday.

Anthem may have clinics, urgent care centers or doctors with longer office hours in your area.

If you go to the emergency room, clinic or urgent care center, you'll likely need follow-up care. Call your PCP once the office is open. If you can't call, have someone else call for you.