How to Find Urgent Medical Care Using Your Insurance

Over the phone

1. Locate the insurance card for the insurance that you primarily use in Portland.

2. Call the Member information number on the card:

3. The operator may ask you for the following information to confirm your identity:
   - Full legal name
   - Date of birth
   - Member ID and/or Group ID

4. Tell the operator that you are trying to find the closest urgent care(s) that are covered by your insurance. Provide your address and/or zip code. You can also ask the operator what your estimated copay* will be for an urgent care visit. Have a pen and paper ready!
   *A copay is the fixed amount you will spend at the medical facility before receiving treatment. The cost differs for each insurance provider. This does not include costs for medications, lab work, imaging, medical supplies, etc.

5. Google the urgent care(s) you were provided to see if you can reserve an appointment online before you go. You may also be able to call and ask what the current wait time is.

6. **Remember: Always bring your insurance card and a mask with you to any medical facility!**
How to Find Urgent Medical Care Using Your Insurance Online

1. Locate the insurance card for the insurance that you primarily use in Portland.

2. Look for your insurance provider’s website* on the card:

   ![Insurance Card Image]

   *If your card does not have your insurance’s website on it, Google the name of your insurance provider. For example, if you are on the UP student health insurance plan, you would Google “Pacific Source Health Plans”.

3. Go to your insurance website and click the link to “Find a Doctor”, “Get Care”, “Locate a Provider near me”, etc.
4. Enter your insurance information to view care options that are covered by your insurance:

![Image of insurance information entry]

5. Enter your location to find the closest options:

![Image of provider directory search]
6. Narrow your search to urgent cares. You can also search by gender and language capabilities (optional):

7. Select any urgent care on the provided list:

8. Google your preferred urgent care(s) to see if you can reserve an appointment online before you go. You may also be able to call and ask what the current wait time is.
9. (Optional) You can call the Member information number on your insurance card to ask the operator what your estimated copay* will be for an urgent care visit.

*A copay is the fixed amount you will spend at the medical facility before receiving treatment. The cost differs for each insurance provider. This does not include costs for medications, lab work, imaging, medical supplies, etc.

10. Remember: Always bring your insurance card and a mask with you to any medical facility!