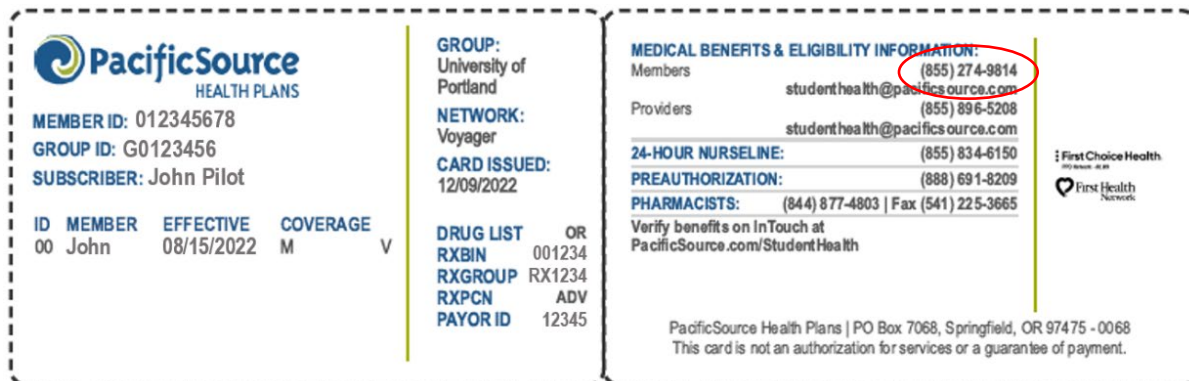


How to Find Urgent Medical Care Using Your Insurance Over the phone

1. Locate the insurance card for the insurance that you primarily use in Portland.
2. Call the Member information number on the card:



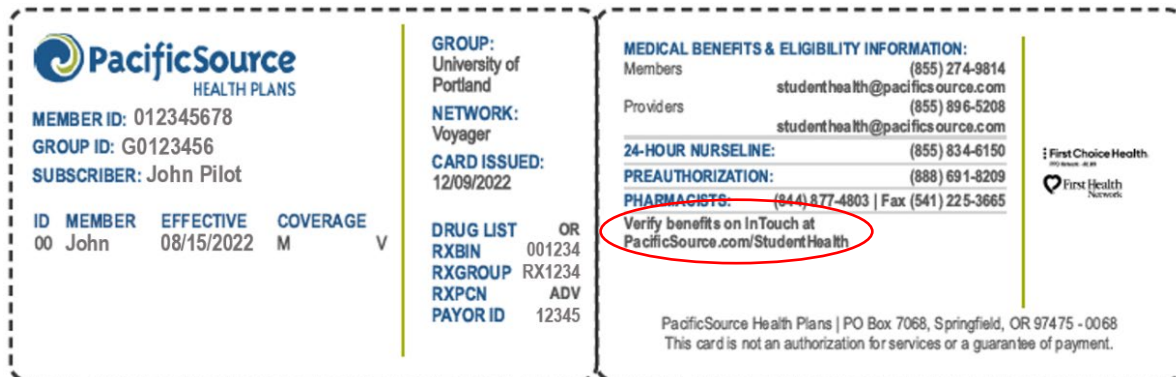
3. The operator may ask you for the following information to confirm your identity:
 - Full legal name
 - Date of birth
 - Member ID and/or Group ID



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:



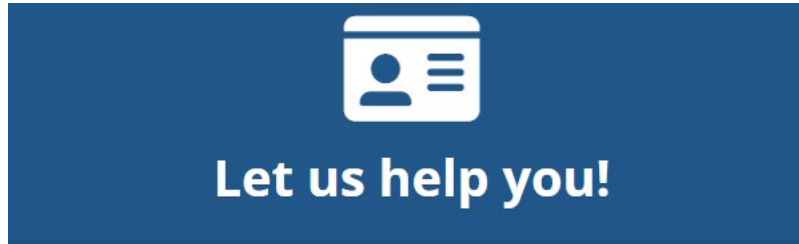
**If your card does not have your insurance’s website on it, Google the name of your insurance provider. For example, if you are on the UP student health insurance plan, you would Google “Pacific Source Health Plans”.*

3. Go to your insurance website and click the link to “Find a Doctor”, “Get Care”, “Locate a Provider near me”, etc.:




How to Find Urgent Medical Care Using Your Insurance Online

4. Enter your insurance information to view care options that are covered by your insurance:



If you'd like to enter your Member ID, we can streamline your search to show only the providers in your plan's network.

Member ID


 **PacificSource**
HEALTH PLANS

MEMBER ID: 123456789
GROUP ID: G1234567
SUBSCRIBER: First Last Name

GROUP: XYZ Group
NETWORK: XYZ Network
CARD ISSUED: 01/01/99

español

5. Enter your location to find the closest options:

 **Provider Directory**

Type of coverage: Individual & Family or Employer

[FIND A DOCTOR](#) | [PRINT A DIRECTORY](#) | [TRAVELING OR OUTSIDE OUR SERVICE AREA?](#)

Last updated: Dec 9, 2022

Many doctors offer "virtual visits" by video chat or phone call. Look for a "yes" next to telemedicine in your search results, and contact them to learn which telehealth services are available.

[Get help using this directory](#)

First, where would you like to search?

Plan Year:

City and State, or Zip Code:*


Street Address:

Limit Distance To:

How to Find Urgent Medical Care Using Your Insurance Online


6. Narrow your search to urgent cares. You can also search by gender and language capabilities (optional):


Next, narrow your search (optional)


Plan or Network: [Help ?](#)
Voyager 
Dental Choice (Dental Indemnity Plan)


Provider or Group Name:
Example: John Smith

Hospital Affiliation: [What's This? ?](#)
Example: Sacred Heart

Specialty or Facility Category: [Help ?](#)
Urgent Care 

Specialty or Facility Type:
Select a Specialty or Facility Type 

Language Capabilities:
Select a Language 


Tier: [What's This? ?](#)
Select a Tier 

Show Me:
 All Providers
 Only Primary Care Providers or Dentists (PCP/PCD)




Accepting New Patients: [What's This? ?](#)
 No Preference
 Yes
 No

Gender Preference: [What's This? ?](#)
 No Preference
 Man
 Woman
 X

7. Select any urgent care on the provided list:

Page 1: 0.18 - 4.13 miles 1 2 [Next](#) 

1 - 10 of 11 Results

Sort by Driving Distance  **Show** 10 Results per page  [Map of Results](#) 

Your Search Criteria



Address:
Portland, Oregon



Limit Distance To:
5 miles

Plan Year:
2022

Plan or Network:
 Voyager

Specialty or Facility Type:
 Urgent Care


[New](#)  [Change](#) 

[Email](#)  [Print](#) 


Primary Care Provider

Ryan S. Cordell PA
General Practice,
Urgent Care Providers
[Review this Provider](#)

Associated with: ZoomCare

[Set as my PCP](#) 

Send me provider information:
 by email by text

Locations 

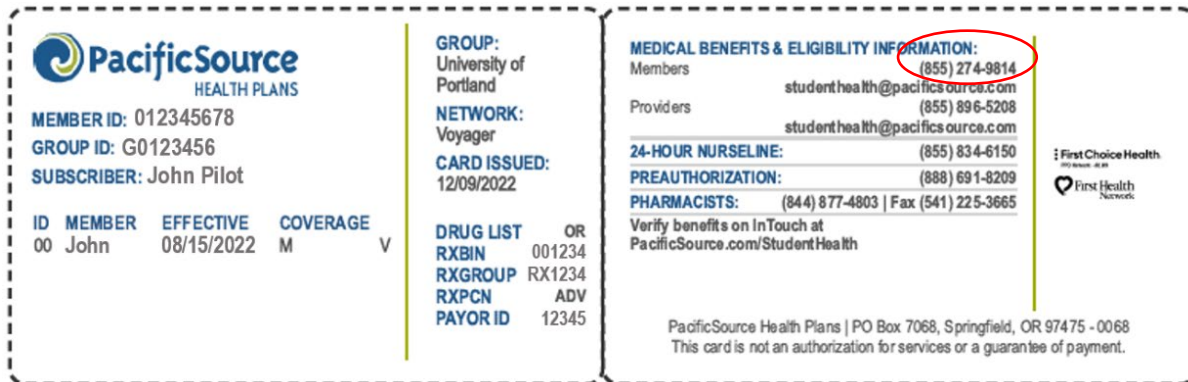
900 SW 5th Ave Portland, OR 97204 Not Listed Accepting new patients for the Voyager plan at this location	0.18 miles ADA Compliant
202 NW 13th Ave Portland, OR 97209 (503) 684-8252 Accepting new patients for the Voyager plan at this location	0.6 miles ADA Compliant
945 NW Lovejoy St	0.98 miles
172 NE M L King Blvd	1.13 miles

How to Find Urgent Medical Care Using Your Insurance Online

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.*



PacificSource
HEALTH PLANS

MEMBER ID: 012345678
GROUP ID: G0123456
SUBSCRIBER: John Pilot

ID	MEMBER	EFFECTIVE	COVERAGE
00	John	08/15/2022	M V

GROUP: University of Portland
NETWORK: Voyager
CARD ISSUED: 12/09/2022

DRUG LIST OR
RXBIN 001234
RXGROUP RX1234
RXPCN ADV
PAYOR ID 12345

MEDICAL BENEFITS & ELIGIBILITY INFORMATION:

Members (855) 274-9814
studenthealth@pacificsource.com

Providers (855) 896-5208
studenthealth@pacificsource.com

24-HOUR NURSELINE: (855) 834-6150

PREAUTHORIZATION: (888) 691-8209

PHARMACISTS: (844) 877-4803 | Fax (541) 225-3665

Verify benefits on InTouch at
PacificSource.com/StudentHealth

First Choice Health
First Health Networks

PacificSource Health Plans | PO Box 7068, Springfield, OR 97475 - 0068
This card is not an authorization for services or a guarantee of payment.

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