



After Hours Care: What to Do When You Need Help Fast

Health problems don't always happen during the day. Here are your options for accessing care after hours for Wellwise and Sharewell PPO plans — by phone, video, or in person.



NurseHelp 24/7

NurseHelp 24/7 — Chat anytime for free health advice from registered nurses.

Good for:

- Symptoms you're experiencing
- Minor illnesses & injuries
- Chronic conditions
- Medical tests & medications
- Preventive care

Prefer to chat? Use NurseHelp 24/7 online for a private, one-on-one dialogue with a nurse.



Teladoc Health

General Medical

24/7 access to U.S. board-certified physicians, including pediatricians & family doctors. Skip urgent care — connect with a doctor in minutes (1 hour or less). Or schedule in advance.

Mental Health

Set up an appointment with a licensed psychiatrist, psychologist, or counselor by phone or video.

Available daily 7 a.m. – 9 p.m.

Ages 13+ only.

All from the convenience and privacy of your home.



Urgent Care

Visit an urgent care center for non-emergency injuries & illnesses. Faster and cheaper than the ER.

Good for:

- Cough, sore throat, respiratory infections
- Earaches, back pain, body aches
- Burning with urination, sinus infections
- Allergies, eye irritation
- Sprains, muscle strains, minor cuts
- Nausea, vomiting, diarrhea
- Animal bites

How to find urgent care:

- Call Member Services (number on your ID card)
- blueshieldca.com → Find a Doctor → PPO Network → "Urgent Care Centers"



Emergency Room

Call 911 or go to the nearest ER for life-threatening emergencies.

Symptoms include:

- Life-threatening or disabling condition
- Loss of consciousness or fainting
- Uncontrolled bleeding
- Sudden numbness, difficulty speaking
- Severe shortness of breath
- Severe chest pain or pressure
- Major injuries, vehicle accidents
- Poisoning
- Severe abdominal pain
- Vomiting blood

Be prepared! Find your nearest in-network ER before you need it. Call your health plan.

Health Plan Contact Information

Blue Shield of California (Wellwise & Sharewell Choice PPO) — blueshieldca.com/oc/ — 1-888-235-1767



OptumRx (Pharmacy) — www.optumrx.com — 1-800-573-3583

In a medical emergency, always call 911 immediately.

