

SJVIA – TULARE COUNTY – ANTHEM BLUE CROSS MEMBERS

**Determining when to use:
Video Visit/Doctor’s office/Urgent Care/Emergency**

This communication piece has been developed on behalf of the San Joaquin Valley Insurance Authority to assist in guiding Anthem Blue Cross members, when the need arises, to seek medical care. There are three charts to assist you. The first chart on this page helps in guiding you to the right level of care based upon symptoms. For life threatening emergencies, please call 911. If you are uncertain of your level of care, call the Anthem NurseLine at 800.224.0336. For chronic conditions, visit your primary provider to manage your care. The second chart includes Urgent Care Centers in Tulare County that are in-network providers and the third chart lists Emergency Room departments. We hope this information is helpful in selecting the right type of care at the right time.

The following is a chart to help identify occasions for timely and physically appropriate care. For example, utilizing a video visit vs. a doctor’s office or Urgent Care center vs. the Emergency Room department at a hospital. This chart does not replace the advice of a medical professional and is provided as a resource.

Video Visit	Doctor’s Office	Urgent Care	Emergency Department
<ul style="list-style-type: none"> • Flu/cold symptoms • Allergies • Pink eye • Sinus infections • Certain prescriptions and refills • Minor skin reactions/rash 	<ul style="list-style-type: none"> • Flu/cold symptoms • Allergies • Pink eye • Chronic health conditions • Preventive care • Annual physical • Minor allergic reactions • Urinary tract Infection • Minor cuts/burns • Rashes • Earaches • X-rays 	<ul style="list-style-type: none"> • Flu/cold symptoms • Back/joint injuries • Sprains/strains • Cuts • X-rays • Earaches • Minor allergic reactions • Minor cuts/burns • Urinary tract infections • Wound care • Vomiting • Headaches • Nose bleeds • Constipation • Diarrhea 	<ul style="list-style-type: none"> • Severe pain/bleeding/burns • Trouble breathing • If you think a bone is broken • You think the problem will get a lot worse if you don’t get help right away or it could kill you • Sudden inability to move, speak, or walk • Fainting • Heart Attack • Coughing up blood • Inhalation of smoke/toxic fumes • Sharp pain in the abdomen • High fever, stiff neck, and headache • Consumption of poison • Seizures • Suicidal thoughts • Drug/alcohol overdose • Long-term dizziness • Severe allergic reaction (swelling/trouble breathing) • Animal bites; unknown cat or dog; open wounds; infected area

Private video visits using your phone, tablet, or computer are available through Anthem's LiveHealth Online. Accessing is quick and easy: go to livehealthonline.com or download the app and register on your phone or tablet.



In-Network URGENT CARE facilities in TULARE COUNTY:

Urgent Care Facility	Location	Hours of Operation	Phone Number/ Website	Specialty
Visalia Walk In Medical Clinic Inc	2431 W Caldwell Ave Visalia, CA	8am-8pm Open 364 days	559-627-5555	Multi-specialty
Tulare Urgent Care	810 N Cherry St Tulare, CA	M-F 9am-9pm Sa/Su 9am-9pm	559-892-0646	Family Practice
Mountain View Medical Clinic	468 N Vermont Ave Dinuba, CA	M-F 9am-6pm Sa/Su Closed	559-591-6200	General Practice

Note: holiday hours may be limited; please call the Urgent Care Center for up-to-date changes

In-Network EMERGENCY ROOM facilities in TULARE COUNTY:

Emergency Department	Location	Phone Number	Hospital Specialty/Recognition
Kaweah Delta Medical Center	400 W Mineral King Ave Visalia, CA	559-624-2000	Blue Distinction: <ul style="list-style-type: none"> • Maternity Care+ • Knee/Hip Replacement+ The Joint Commission
AdventistHealth Tulare	869 N Cherry St Tulare, CA	559-688-0821	
Sierra View Medical Center	465 W Putnam Ave Porterville, CA	559-784-1110	

+Anthem Blue Cross Blue Distinction Center+