



# Only true emergencies belong in the ER

## Walk-in centers are a smart choice for most care

According to the National Hospital Ambulatory Medical Care Survey, about one-third of all emergency room (ER) visits are not true emergencies.<sup>1</sup> That means you could wait longer for care. If it's not a true emergency, you can get quality care at a lower cost — and often faster — at a walk-in center.<sup>2</sup>

### What is a walk-in center?

They're doctor's offices or clinics that take patients without an appointment. They're usually open longer hours including evenings and weekends. That's why these centers are a smart choice when you need care quickly and can't get an appointment at your primary doctor's office or it's after regular business hours (usually 9 a.m. to 5 p.m.).

### What kind of care can I get at a walk-in center?

The doctors and nurses at these centers can help you with all kinds of things such as minor cuts and burns, sprains and strains, sports injuries, sore throats, earaches and the flu. Some centers do X-rays or run other tests on site and can let you know quickly if you need more specialized care.

### How much does it cost to go to a walk-in center?<sup>3</sup>

For most plans, you'll pay a specialist copay. To find out your specific costs and what you're covered for, call the Customer Service number on your member ID card.



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### Do I need an appointment or a referral for a walk-in center?

Nope.

### Which walk-in center do I go to?

There are many walk-in centers in your Anthem health plan. **Look on the back of this flier for a list of them.** Find one close to you and put it in your phone for easy access when you need it. You also can find centers in your plan at [anthem.com](http://anthem.com) or through the Anthem Anywhere app. Just go to the *Find a doctor* section and follow the steps. Or, call the Customer Service phone number on your member ID card and we can help you out.

## Still not sure if it's an emergency?

### Let a nurse help you decide.

Here's the emergency rule of thumb: Call 911 or go to the nearest ER if you think delaying care could put your health at serious risk. If you're still not sure where to go for care, call **24/7 NurseLine** at **1-800-607-3262**. Registered nurses are available anytime day or night to help you decide.

1 National Hospital Ambulatory Medical Care Survey: 2013 Emergency Department Summary Tables: [https://www.cdc.gov/nchs/data/ahcd/nhamcs\\_emergency/2013\\_ed\\_web\\_tables.pdf](https://www.cdc.gov/nchs/data/ahcd/nhamcs_emergency/2013_ed_web_tables.pdf).

2 The content in this flier applies to members who have their health plan through their employer (a "group" plan). It does not apply if you got a health plan on your own (an individual plan).

3 For members enrolled in an HSA-qualified consumer-driven health plan (CDHP), all services that are not for preventive care, apply to your deductible and percentage of the costs.

# Walk in centers in your plan

Effective June 2018

Check this list to find walk-in centers near you — before you need them. Just note, this list could change, so it's a good idea to call and make sure the center is still in the health plan and provides the services you need before you go there.

<b>Auburn</b>	
St. Mary's Urgent Care, 791 Turner Street, Unit 2	1-207-330-3900
<b>Augusta</b>	
Concentra, 219 Capitol Street Suite 2	1-866-944-6046
Maine General Express Care, 15 Enterprise Drive	1-207-621-8880
<b>Bangor</b>	
Concentra, 34 Gilman Road	1-207-941-8300
Eastern Maine Medical Center's Walk-In Care Center, 915 Union Street, Suite 4	1-207-973-8030
Penobscot Community Health Center, 1012 Union Street, Suite 3	1-207-945-5247
Penobscot Community Health Center, 1068 Union Street	1-207-947-0147
<b>Belfast</b>	
Penobscot Community Health Center, 53 Schoodic Drive	1-207-338-6900
<b>Berwick</b>	
Berwick Walk-In Care, 4 Dana Drive	1-207-698-6700
<b>Brewer</b>	
Concentra, 11 Medical Center Drive	1-207-725-2697
Penobscot Community Health Center, 735 Wilson Street	1-207-989-1567
<b>Brunswick</b>	
Mid Coast Walk-in Clinic, 22 Station Avenue, Suite 102	1-207-406-7500
<b>East Millinocket</b>	
MRH Walk-in Clinic, 87 Main Street	1-207-447-4700
<b>East Waterboro</b>	
SMHC Walk-in Care, 10 Goodall Drive	1-207-490-7760
<b>Freeport</b>	
Freeport Medical Center, 23 Durham Road, Suite 201	1-207-865-3491
<b>Gorham</b>	
Mercy Express Care, 19 South Gorham Crossing	1-207-839-9101
<b>Houlton</b>	
Katahdin Valley Health Center, 59 Bangor Street	1-207-521-0022
<b>Jackman</b>	
Jackman Community Health Center, 376 Main Street	1-207-668-7755
<b>Kennebunk</b>	
SMHC Walk-in Care, 2 Livewell Drive	1-207-467-6900
<b>Kittery</b>	
MyHealth Walk-in Care, 35 Walker Street	1-207-439-4430
<b>Lewiston</b>	
Concentra, 59 East Avenue	1-866-944-6046
<b>Norway</b>	
Concentra, 176 Main Street	1-866-944-6046
<b>Old Town</b>	
Penobscot Community Health Center, 242 Brunswick Street	1-207-827-6128
<b>Porter</b>	
Sacopee Valley Health Center, 70 Main Street	1-207-625-8126

**Portland**

ConvenientMD LLC, 191 Marginal Way 1-207-517-3838

Mercy Fore River Express Care, 175 Fore River Pkwy 1-207-553-6105

**Presque Isle**

The Aroostook Medical Center, 23 North Street, Suite 2 1-207-760-9278

**Saco**

Southern Maine Health Care, 655 Main Street 1-207-294-5600

**Sanford**

Sanford Care Center, 1474 Main Street 1-207-608-8425

Southern Maine Health Care, 25A June Street 1-207-490-7900

**Scarborough**

ClearChoiceMD Urgent Care, 273 Payne Road 1-207-618-9355

**South Portland**

Concentra, 85 Western Avenue 1-866-944-6046

Concentra, 400 Southborough Drive 1-207-761-1100

**Waterville**

MGMC Express Care, 211 Main Street 1-207-877-3450

**Wells**

York Hospital Walk-in Care, 112-114 Sanford Road 1-207-646-5211

**Westbrook**

ConvenientMD LLC 942, Main Street 1-207-517-3800

Mercy Express Care, 40 Park Road 1-207-857-8174

**Windham**

Mercy Express Care, 409 Roosevelt Trail 1-207-893-0290

**Yarmouth**

Mercy Express Care, 385 Route 1 1-207-535-1200

**York**

York Hospital Walk-in Care, 343 US RT 1 1-207-351-2600