

SHARP Health Plan

Accessing Out-of-Area Care

A quick guide to what's covered when you're out of Sharp Health Plan's service area



Emergency services



Emergency room

If your life is in danger or you are at risk of being permanently disabled, it is an emergency. Call 911 or go to the nearest emergency room right away. We recommend one of our award-winning Sharp hospitals when it's safe and you have a choice.

▶ sharphealthplan.com/hospitals



Global Travel Assistance Services

When faced with a medical need while traveling 100 miles or more away from home or in another country, we can connect you to doctors, hospitals, pharmacies and other services.

▶ sharphealthplan.com/travel

Non-emergency services



Video and phone visits

Get the care you need wherever you are with a video or phone visit, also known as telehealth. Call your primary care physician's (PCP) office or visit the URL below for the latest telehealth service information. If you're part of SRS or SCMG, your provider may offer same-day appointments.¹

▶ sharphealthplan.com/telehealth

Non-emergency services, continued



Urgent care

If you need medical attention right away, but your life is not in danger, you can most likely be treated at an urgent care center within your primary medical group (PMG). You may need prior authorization from your PCP. Be sure to use an urgent care center within your PMG unless you are traveling outside San Diego or southern Riverside counties. To avoid having to pay out of pocket, please visit an urgent care in your plan medical group.

▶ sharphealthplan.com/urgentcare



MinuteClinic®

When you need treatment for a minor illness or injury, visit a CVS Pharmacy® store location staffed by board-certified practitioners.

▶ sharphealthplan.com/minuteclinic



After-Hours Nurse Advice

Registered nurses are available through Sharp Nurse Connection® after hours and on weekends. They can talk with you about an illness or injury, help you decide where to seek care and provide advice on any of your health concerns.

▶ Call 1-800-359-2002 | 5 p.m. – 8 a.m. Monday to Friday, and 24 hours on weekends



Prescription drugs

Your prescriptions are covered the same as when you fill them with your local pharmacist.

▶ sharphealthplan.com/findapharmacy



Behavioral health support

We believe your mental health is just as important as your physical health. Behavioral health care services are a covered benefit for members of all ages. No referral is needed to access outpatient therapy from a provider in your plan network.

▶ sharphealthplan.com/bh | Call 1-844-483-9013, 24 hours a day, seven days a week

¹ Select doctors offer this service.