Why is PacifiCare concerned about emergency and urgent care?

PacifiCare wants its members to get the right care to meet their medical needs. Routine care is provided through our participating primary care physicians (PCPs) and specialists. Emergency care is normally provided in an emergency room (ER). Care that is needed quickly, but is not threatening to life or limb, can often be provided at one of our contracted urgent care centers instead of in the ER. A list of contracted urgent care centers is included.
What is the difference between emergency services vs. urgent care?

PacifiCare defines an emergency as follows:
An event or condition which the member reasonably believes threatens his or her life or limb in such a manner that a need for immediate medical care is created to prevent death or serious impairment of health. Examples of emergencies include heart attacks, strokes, poisoning, loss of consciousness, convulsions and sudden inability to breathe.

PacifiCare defines urgent care as follows:
Urgent care is defined as benefits that are required in order to prevent serious deterioration of a member’s health that results from an unforeseen illness or injury. Examples include broken bones (e.g., arm or leg), strep throat, migraines and non-life-threatening cuts that require stitches or acute illnesses.

How to Use Urgent Care for PacifiCare Commercial Members

1. If the medical condition is life- or limb-threatening, dial 911 or go to the nearest emergency room. There is no need for a referral from your PCP.

2. When you have a medical condition that is not life- or limb-threatening, call your primary care physician (PCP).

3. If your PCP doesn’t have an appointment and the condition is urgent, you may want to go to an urgent care center.

4. If you choose to go to an urgent care center, go to the nearest PacifiCare contracted urgent care center (list is included). There is no need for a referral.

5. See your PCP for any follow-up visits (e.g., stitches removed).

Why should I call my primary care physician (PCP) before going to urgent care?

At PacifiCare, we believe it is best to care for health problems as soon as possible in the most appropriate way. Your PCP has a wide range of medical knowledge along with your medical history. They are the most qualified to direct you to proper care for any medical condition. We recognize there are times when you may be unable to see your PCP, like weekends, so we have contracted with urgent care centers in your area so you can be seen quickly and easily.

What are the benefits for me if I go to an urgent care center instead of the emergency room (ER)?

- A lower copayment (See ID card or other PacifiCare materials for your specific copayment)
- Possible shorter wait times

Ways to Avoid the Higher Copayment

To help you better access urgent care services, we have included a list of urgent care centers contracted with PacifiCare. Going to a non-contracted urgent care center may involve the “higher” emergency copayment. Non-contracted facilities are not familiar with HMO billing practices and may submit a bill in a fashion that would apply the higher (ER) copayment. As such, using urgent care facilities contracted with PacifiCare would likely help alleviate this confusion. When you’re out-of-area, PacifiCare will pay for any treatment that is a covered benefit resulting from an unforeseen medical emergency when received from a licensed medical practitioner, minus your copayment.

What if I have questions about using an urgent care center?

PacifiCare works diligently to give you easy access to care, but you may have questions. First, call your PCP’s office. They can help ensure that you receive proper care. If you need more help and are not in need of immediate care, call the PacifiCare Customer Service Department at 1-800-877-9777, Monday through Friday, 8 a.m. to 6 p.m. TDD is available for the hearing impaired by calling 1-800-360-1797. PacifiCare Customer Service will work with your PCP and with you to answer your questions.

Questions can also be answered by referring to your plan materials provided to you from PacifiCare. The materials include your ID card, Evidence of Coverage and Owner’s Manual and Summary Plan Description form; these can help you determine the copayments for these benefits. These materials will also help you answer any specific questions concerning the provision of these benefits and which copayments will apply.
PacifiCare Urgent Care Centers

AURORA

- Centura Health – Urgent Care Aurora
  13650 E. Mississippi Ave.
  Aurora, CO 80012
  (303) 695-8684
  Hours: Mon.–Fri. 8:00 a.m. – 8:00 p.m.
  Sat. & Sun. 8:00 a.m. – 5:00 p.m.

BOULDER

- Boulder Medical Center Urgent Care
  2750 N. Broadway
  Boulder, CO 80304
  (303) 440-3200
  Hours: Mon. – Fri. 8:00 a.m. – 7:00 p.m.
  Sat. & Sun. 10:00 a.m. – 7:00 p.m.

CASTLE ROCK

- Plum Creek Medical Center
  410 S. Wilcox St.
  Castle Rock, CO 80104
  (303) 688-6900
  Hours: Mon. – Fri. 7:00 a.m. – 7:00 p.m.
  Sat. 8:00 a.m. – 1:00 p.m.
  Sun. Closed

COLORADO SPRINGS

- Colorado Springs Health Partners Urgent Care Clinic
  209 S. Nevada Ave.
  Colorado Springs, CO 80903
  (719) 636-2999
  Hours: Mon. – Fri. 1:00 p.m. – 9:00 p.m.
  Sat. & Sun. 9:00 a.m. – 3:00 p.m.
  Holidays 10:00 a.m. – 1:00 p.m.

- Express Care Plus
  2141 N. Academy Cir., #102
  Colorado Springs, CO 80909
  (719) 597-4200
  Hours: Mon. – Fri. 7:30 a.m. – 7:00 p.m.
  Sat. & Sun. 9:00 a.m. – 4:00 p.m.

- Memorial Urgent & After Hours Care
  2502 E. Pikes Peak Ave.
  Colorado Springs, CO 80909
  (719) 365-2888
  Hours: Mon. – Sun. 11:00 a.m. – 11:00 p.m.
  Closed Major Holidays

- Memorial Urgent & After Hours Care
  8890 N. Union Blvd. #170
  Colorado Springs, CO 80920
  (719) 365-2888
  Hours: Mon. – Sun. 11:00 a.m. – 11:00 p.m.
  Closed Major Holidays

- Penrose Community After Hours
  3205 N. Academy Blvd.
  Colorado Springs, CO 80917
  (719) 776-3000
  Hours: Mon. – Fri. 5:00 p.m. – 11:00 p.m.
  Sat. & Sun. 10:00 a.m. – 9:30 p.m.

- Penrose Hospital After Hours Care
  2215 Cascade Ave.
  Colorado Springs, CO 80907
  (719) 776-5000
  Hours: Mon. – Fri. 5:00 p.m. – 9:30 p.m.
  Sat. & Sun. 10:00 a.m. – 9:30 p.m.

ESTES PARK

- Timberline Medical PC Urgent Care
  131 Stanley Ave., #202
  Estes Park, CO 80517
  (970) 586-2344
  Summer Hours: Mon. – Sat. 8:00 a.m. – 8:00 p.m.
  Winter Hours: Mon. – Sat. 8:00 a.m. – 6:00 p.m.
  Sun. Closed

FORT COLLINS

- Associates in Family Medicine
  3519 Richmond Dr.
  Fort Collins, CO 80526
  (970) 204-0300
  Hours: Mon. – Sun. 8:00 a.m. – 9:00 p.m.

- Harmony Urgent Care Center
  2127 E. Harmony Rd., #140
  Fort Collins, CO 80528
  (970) 297-6250
  Hours: Mon. – Sun. 9:00 a.m. – 9:00 p.m.

FORT MORGAN

- After Hours Clinic of Fort Morgan
  220 E. Beaver Ave.
  Fort Morgan, CO 80701
  (970) 867-2873
  Hours: Mon. 4:00 p.m. – 9:00 p.m.
  Tues. – Fri. 6:00 p.m. – 9:00 p.m.
  Sat. & Sun. 12:00 Noon – 9:00 p.m.

GREELEY

- Greeley Medical Clinic
  1900 16th St.
  Greeley, CO 80631
  (970) 350-2425
  Hours: Mon. – Sat. 7:00 a.m. – 7:00 p.m.
  Sun. 10:00 a.m. – 5:00 p.m.

- Greeley Medical Clinic Urgent Care West
  2001 70th Ave.
  Greeley, CO 80634
  (970) 378-4155
  Hours: Mon. – Sat. 7:00 a.m. to 7:00 p.m.
  Sun. Closed

HIGHLANDS RANCH

- Acute Injury & Illness Center of Highlands Ranch
  9330 S. University Blvd., #100
  Highlands Ranch, CO 80126
  (303) 683-9393
  Hours: Mon. – Fri. 8:00 a.m. – 8:30 p.m.
  Sat. & Sun. 8:00 a.m. – 4:00 p.m.

LAFAYETTE

- Community Medical Center Urgent Care
  1000 W. South Boulder Rd.
  Lafayette, CO 80026
  (303) 666-4357
  Hours: Mon. – Sun. 7:00 a.m. – 11:00 p.m.

LITTLETON

- HealthONE Urgent Care Southwest
  6169 S. Balsam Way, #150
  Littleton, CO 80123
  (303) 584-8050
  Hours: Mon. – Fri. 8:00 a.m. – 7:00 p.m.
  Sat. & Sun. 9:00 a.m. – 5:00 p.m.
Please note that this flyer is for informational purposes only, and the comments included are subject to the plan provision as outlined in your Evidence of Coverage (EOC) and Owner’s Manual. Please refer to your EOC for the specific benefits available under your plan and their administration.