



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.¹ 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.²

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?³

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 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.

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 February 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.

Auburn	
St. Mary's Urgent Care, 791 Turner Street, Unit 2	1-207-330-3900
Augusta	
Concentra, 219 Capitol Street Suite 2	1-866-944-6046
Maine General Express Care, 15 Enterprise Drive	1-207-621-8880
Bangor	
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
Belfast	
Penobscot Community Health Center, 53 Schoodic Drive	1-207-338-6900
Berwick	
Berwick Walk-In Care, 4 Dana Drive	1-207-698-6700
Brewer	
Penobscot Community Health Center, 735 Wilson Street	1-207-989-1567
Brunswick	
Mid Coast Walk-in Clinic, 22 Station Avenue, Suite 102	1-207-406-7500
East Millinocket	
MRH Walk-in Clinic, 87 Main Street	1-207-447-4700
East Waterboro	
SMHC Walk-in Care, 10 Goodall Drive, Suite 900	1-207-490-7760
Freeport	
Freeport Medical Center, 23 Durham Road, Suite 201	1-207-865-3491
Gorham	
Mercy Express Care, 19 South Gorham Crossing	1-207-839-9101
Houlton	
Katahdin Valley Health Center, 59 Bangor Street	1-207-521-0022
Jackman	
Jackman Community Health Center, 376 Main Street	1-207-668-7755
Kennebunk	
SMHC Walk-in Care, 2 Livewell Drive	1-207-467-6900
Kittery	
MyHealth Walk-in Care, 35 Walker Street	1-207-439-4430
Lewiston	
Concentra, 59 East Avenue	1-866-944-6046
Norway	
Concentra, 176 Main Street	1-866-944-6046
Old Town	
Penobscot Community Health Center, 242 Brunswick Street	1-207-827-6128
Porter	
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
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