



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. 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.

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 Sydney mobile 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.



Anthem Blue Cross and Blue Shield the trade name of Anthem Health Plans of Maine, Inc. Independent licensee of the Blue Cross and Blue Shield Association. ANTHEM a registered trademark of Anthem Insurance Companies Inc. The Blue Cross and Blue Shield Name and symbol are registered marks of the Blue Cross and Blue Shield Association.

1 National Hospital Ambulatory Medical Care Survey: 2013 Emergency Department Inpatient Summary Tables. https://www.cdc.gov/nchs/data/ahd/nhamcs_emergency/2013_ed_web_tables.pdf.

2 The content may vary for members with their health plan through their employer's group plan. It does not apply if you got a health plan on your own in 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 December 2019

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	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
ConvenientMD LLC, 543 Broadway	1-207-517-3838
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	1-207-945-5247
Penobscot Community Health Center Pediatric, 6 Telcom Drive	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
Bridgton	
N Bridgton Family Practice & Walk In Clinic, 14 Wyonegonic Road	1-207-647-9021
Brunswick	
Concentra, 11 Medical Center Drive	1-207-725-2697
ConvenientMD LLC, 193 Bath Road	1-207-424-2272
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	1-207-490-7760
Freeport	
Freeport Medical Center, 23 Durham Road, Suite 201	1-207-865-3491
Gardiner	
MGMC Express Care, 5 Central Maine Xing	1-207-582-6608
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
York Hospital Walk-in Care, 2 Independence Drive, Suite B	1-207-467-8074
Kittery	
MyHealth Walk-in Care, 35 Walker Street	1-207-439-4430
Lewiston	
Concentra, 59 East Avenue	1-866-944-6046
Lincoln	
Health Access Network Inc, 175 W Broadway	1-207-794-6700

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
ConvenientMD LLC, 506 Main Street	1-207-571-7991
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	
Careall PC, 230 Waterman Drive	1-207-358-3188
Concentra, 85 Western Avenue	1-866-944-6046
Concentra, 400 Southborough Drive	1-207-761-1100
Topsham	
Maine Urgent Care LLC, 105 Topsham Fair Mall Rd, Suite 8	1-207-798-6333
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