

## Health Resource Guide

Due to the high cost of U.S. medical care, California State University, Long Beach (CSULB) requires all international F-1 and J-1 visa students to enroll in health insurance coverage in order to avoid the threat to the financial obligations uninsured students face.

In addition, CSULB requires all full-time new students to show proof of immunity within the first semester of classes. Receiving clearance of the CSULB immunization requirement ensures that you remain a healthy adult and that you protect everyone else, too!

\*If you remain uninsured and unclear of your immunization requirements, you may face consequences that can affect your enrollment and immigration status.



**What is 'Health Insurance'?** Health Insurance is a paid plan that helps with the cost of medical care bills. Examples of medical care are doctors' appointments, urgent care visits, and prescribed medications.

At the ALI, health insurance enrollment is offered through JCB Insurance Solutions (Insurance Broker) and coverage is provided by Anthem Blue Cross (Plan - Custom Classic PPO).

**What are 'Immunizations'?** Immunizations are a way of protecting your body against infection or disease through a vaccine(s) (substance that helps develop antibodies).

### Enrollment and Eligibility

Enroll on-line at [www.jcbins.com](http://www.jcbins.com) or contact a JCB Insurance Solutions representative at 562.263.5180. You may also receive enrollment assistance by the admissions team in the ALI office or during orientation.

### Downloading your Medical ID Card - Electronic only

You may need to provide your Medical ID card or know your number to receive medical care. Your Medical ID card will be available on-line through the mobile app 3 weeks after enrolling in the plan. You'll receive an email from Anthem Student Advantage once your ID card is ready to download.

To obtain an electronic copy of your Medical ID Card, please visit [www.anthem.com/register](http://www.anthem.com/register) and register for a member account, or download the Sydney Health Mobile App to your mobile device. If you enrolled and did NOT use your official CSULB Student ID, and used something like your passport number, then you MUST call Anthem directly at (800) 888-2108 for your "assigned" student ID BEFORE you register to get your ID card. You can request a hard copy ID card by contacting Member Services at 1-800-888-2108.

### Reviewing Benefits and Submitting Claims

You may access your health plan brochure and view other resources by logging into your JCB Insurance Solutions account and clicking on 'Dashboard' from the top bar menu.

To submit a claim form by mail, provide a copy of your billing statement within 90 days to:



Anthem Blue Cross Life and Health Insurance Company  
P.O. Box 60007, Los Angeles, CA 90060  
Questions? Call 800-888-2108

### Health Resource List\*

Type of Services	Contact Information	Insurance/Fees
On-Campus medical care (Non-urgent medical services, immunizations and prescriptions)	<b>Student Health Services (SHS) center</b> Located on-campus on the corner of Merriam Way and Beach Drive Call 562.985.4771 Call Advice Nurse: 800.240.7617 (5 p.m. and 8 a.m.) *Closed weekends and holidays <a href="http://web.csulb.edu/divisions/students/shs/">http://web.csulb.edu/divisions/students/shs/</a>	<b>Low-cost; Additional \$15 CPIE Student fee applies to services provided</b>  <b>Pharmacy available at low cost (cash only)</b>
Urgent Care (Digital x-ray services, EKG's, wellness exams, vitamin B-12 injections, urinalysis, vaccinations, suturing/laceration repair and other medical treatment.)	<b>Urgent Care Plus</b> 555 E Ocean Blvd., 110 Long Beach, CA 90802 Call: 562.285.5050 <a href="http://www.lburgentcare.com/">http://www.lburgentcare.com/</a> Distance from CSULB: 5.8 miles	<b>Accepts Anthem Blus Cross Life (Co-pay applies for in-network provider)</b>
Urgent Care (Immediate full-service medical care; alternative to traditional health care options)	<b>Medpost Urgent Care Center</b> 3851 Katella Ave STE 100 Los Alamitos, CA 90720 Call: 562.430.4138 <a href="https://medpost.com/urgent-care-clinics/long-beach-ca">https://medpost.com/urgent-care-clinics/long-beach-ca</a> Distance from CSULB: 4.6 miles	<b>Accepts Anthem Blus Cross Life (Co-pay applies for in-network provider)</b>
Medical Emergency/ Immediate Assistance (Paramedic Response)	Emergency and ambulatory services Call: 911	<b>(Co-pay applies for in-network provider)</b>
Emergency Room (Serious and immediate assistance required)	<b>Long Beach Memorial Medical Center</b> 2801 Atlantic Ave Long Beach, CA 90806 Call: 877.323.0043 Distance from CSULB: 3.3 miles	<b>(Co-pay applies for in-network provider) *other hospitals available</b>
Minute Clinic (Diagnosing and treating illnesses, injuries and skin conditions, wellness services including vaccinations, physicals, screenings and monitoring for chronic conditions)	<b>CVS Minute Clinic (Inside CVS Pharmacy)</b> 921 Pacific Coast Highway Seal Beach, CA 90740 Call: 866.389.2727 Distance from CSULB: 3.5 miles	<b>Eligibility varies;</b> for pricing visit: <a href="https://www.cvs.com/minuteclinic/services/price-lists">https://www.cvs.com/minuteclinic/services/price-lists</a>
Online Services (24 hour access; Medical care for things like the flu, cold, sinus infection, pinkeye, rashes, fever and more as well as Behavioral Health care)	<b>LIVEHEALTH Online</b> Sign up at <a href="https://www.livehealthonline.com/">https://www.livehealthonline.com/</a> For more information visit: <a href="https://student.jcbins.com/storage/app/public/LHO%20Student%20Health.pdf">https://student.jcbins.com/storage/app/public/LHO%20Student%20Health.pdf</a>	<b>Free; covered by Anthem Blue Cross for In-Network Provider</b>



California State University, Long Beach  
American Language Institute

Emergency Travel Assistance Services (24 hour assistance on medical, personal, travel or safety related problems or crisis; translation available)	<b>Global Emergency Assistance Services</b> Provided by On Call Call: 888.266.9488 or 603.328.1343 Email: <a href="mailto:mail@oncallinternational.com">mail@oncallinternational.com</a>	<b>Covered by Anthem Blue Cross for In-Network Provider</b>
Nurse Advice Line (24 hour access to a nurse)	Call: 800.700.0197	<b>Free; Covered by Anthem Blue Cross for In-Network Provider</b>
Student Support Advisor (24 hour support in your preferred language designed to prepare international students for common concerns and challenges such as adapting to a new culture, campus resources, success, relationships, stress, anxiety and much more)	<b>Morneau Shepell International Student Support Program (ISSP)</b> Download the My SSP app (Apple Store or Google Play) Call 001.416.380.6578 Visit <a href="http://us.myissp.com">us.myissp.com</a> <b>Watch:</b> <a href="https://vimeo.com/277107632/9e2b1d09a0">https://vimeo.com/277107632/9e2b1d09a0</a>	<b>Free and completely confidential</b>
Other In-Network Medical Providers in California by Anthem Blue Cross  Plan/Network: Blue Cross PPO (Prudent Buyer) - Student Health	<b>Find a provider near you:</b> PPO Network List of doctors, Hospitals and Urgent Care Centers, go to <a href="http://www.anthem.com/ca">www.anthem.com/ca</a> , click "Menu", "find a Doctor" from the "Care" tab Call: 800-888-2108	<b>For Services and Coverage Details view Brochure here:</b>  <b>To find a Doctor Scan Here:</b> 

**VIEW YOUR COVID-19 COVERAGE INFORMATION BY CLICKING THE LINK:**  
<https://www.anthem.com/ca/coronavirus/individual-and-family/>

\*Dependent coverage is not offered as a service by JCB Insurance Solutions. Please not all coverage fees are subject to change by plan provider. We recommend calling in-network providers to verify eligibility and coverage details.

Information provided was gathered directly from the health plan brochure and plan and provider websites. The providers listed are provided based on distance to CSULB and only serve as a quick reference. You may find other in-network providers closest to your residence by contacting Anthem Blue Cross directly or visiting their website.

If you require assistance in navigating the plan website or understanding the health plan brochure, you may contact the ALLI office at 562.985.8424 or visit FND-270 (Monday – Friday, 8-5 pm; closed holidays).

For questions regarding Eligibility and Enrollment, call JCB at 562-263-5180 or email at [studentservices@jcbins.com](mailto:studentservices@jcbins.com)

The LHO service does offer many medical providers that speak various other languages and if a student needs TTYL they can go through LHO for that as well. When logging in, to arrange the appointment, a student can see the languages spoke for each provider on the platform and then go from there with scheduling.