



At Your Service

Your Care Starts with Your Premier Plan Concierge

Meet Your Concierge

When you need help navigating your health care, you can rely on Scripps Premier Plan concierge team. Your dedicated concierge team provides support for you Monday – Friday 7 a.m. – 7 p.m., with clinical support and advice available 24/7.

Your Premier Plan Concierge Can Help You

- Locate and designate a personal physician and find a medical specialist who can meet your individual needs
- Understand your benefits, including costs and eligibility
- Answer questions about your bill or claim, and resolve issues as needed
- Transition your care and medical records to Scripps
- Get access to test results or refilling prescriptions
- Obtain in-network care for urgent* medical needs when traveling outside of San Diego County
- Schedule and expedite select appointments on your behalf:

Primary Care

Same day or next day for acute care
 Five business days for non-urgent care
 10 business days for preventive care**

** Except Rady Children’s physicians

Specialty Care

Three business days for urgent care
 10 business days for non-urgent care**
 15 business days for non-urgent care***

*** With Rady Children’s physicians

The concierge team is available to assist you by phone or email:

Monday–Friday: 7 a.m.–7 p.m.

A concierge team member is available on-site Tuesday – Thursday for help with scheduling, understanding your benefits, billing questions and more.

Appointments are required for same-day and future sessions. Contact the Premier Plan concierge team to schedule.

Call **844-884-7266**
(844-884-QCOM) or email
Qualcomm.Service@
Scrippshealth.org.

* For emergency medical care, seek care at the nearest health care facility. Emergency medical care is always covered as in-network.

