



# 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. As a member of that team, your dedicated concierge provides support for you six days-a-week, 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.*

