

# What Do I Do When I Get Sick?

Start here

If you are sick and need advice, call the Informed Health Line to speak with a Nurse 24 hours a day/7 days a week.

Call toll-free: 1-800-556-1555

After you have seen a doctor, you will receive an Explanation of Benefits from Aetna Student Health.

If you have questions on your medical claims, call Aetna at 1-866-378-8885

Visit the Student Health Center on campus.

<http://www.sjsu.edu/studenthealth/>

Still need help with your insurance?

Wells Fargo Insurance Services is here for you!

Toll-free: 1-800-853-5899

You must have your Insurance Card when seeing a doctor.

Look it up by registering on the **Aetna Mobile App**.

Text **Apps** to **23862** to download the app or scan the code below.



Find a Network Doctor or an Urgent Care Clinic closest to you.

Call: 1-866-378-8885 or

Online:

[www.aetnastudenthealth.com/](http://www.aetnastudenthealth.com/)

Call the doctor to make an appointment or if you can't wait, go to the Urgent Care Clinic.

For Emergencies ONLY: go to the ER or call 911.