

# WHAT SHOULD I DO IF I GET SICK

You should always go to the nearest Emergency Room or call 911 in a life-threatening situation. In other situations, you have other options that can save you time and money! Learn your options below!



If you are sick and need advice, call the Aetna Advice Nurse  
24 hours a day, 7 days a week 800-556-1555



Visit the Student Health Center on campus  
[www.sjsu.edu/studenthealth/](http://www.sjsu.edu/studenthealth/) or 408-924-6122  
M-F 8:30 - 4:30



Find an Aetna Doctor or Urgent Care Clinic  
[www.aetnastudenthealth.com](http://www.aetnastudenthealth.com) or 877-480-4161

## WHAT'S NEXT?

Call the doctor to schedule an appointment or go directly to Urgent Care.



Show Your Medical ID card or provide your medical ID number to all doctors that treat you.

Download your Medical ID card at [www.aetnastudenthealth.com](http://www.aetnastudenthealth.com)



After your doctor visit, you will receive an Explanation of Benefits (EOB) explaining how much your doctor was paid on your behalf and if you must pay any balance due.

For questions about your medical claims, please call Aetna at 877-480-4161.



Contact JCB Insurance Solutions to buy insurance and for general assistance.  
[studentservices@jcbins.com](mailto:studentservices@jcbins.com) or 408-220-9341

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