



Discover your options for quick care

Find out about emergency room alternatives

When you're looking for care in a hurry, you want to receive it safely and quickly. If it's not a life-threatening emergency and your doctor isn't available, you have other options.

What to do when you need care fast



Step 1: Call your primary care doctor or Anthem's 24/7 NurseLine.

Your doctor can help you decide where to receive care, whether it's a visit to the office, the emergency room (ER), or somewhere else. If your doctor isn't available, you can call the Anthem 24/7 NurseLine at the number on the back of your ID card for guidance.



Step 2: If it's not an emergency, choose one of the options below to save time and money.

Depending on your needs, the following options are more convenient than the ER, and you can use them at night and on weekends to lower your chances of long wait times:

- **LiveHealth Online** — Have a video visit in minutes with a board-certified doctor 24/7 on your mobile device or computer. No appointment is needed. Go to livehealthonline.com or download the no-cost app to register.
- **Retail health clinic** — Typically located in a major pharmacy or retail store, you can receive basic health care services from a health care professional.
- **Walk-in doctor's office** — No appointment is needed for routine care and common illnesses.
- **Urgent care center** — For conditions that need care right away, urgent care is a convenient option if you need stitches, lab tests, or X-rays.





If you're an HMO member, talk to your primary care doctor to understand your options for quick care. Your doctor can also help you find quick care centers in your plan.



See the other side for examples of when to go to the ER or elsewhere. »

When you think it's a true emergency, call 911 or go to the nearest ER.

Where to receive care¹

	Type of care provider	Estimated average cost	For the following symptoms
 LiveHealth Online²	Board-certified doctors	\$59 or less³	<ul style="list-style-type: none"> Minor allergic reactions Minor headache Nausea or diarrhea Cold, cough, and sore throat Minor sinus pain and fever Eye or ear pain or irritation Burning with urination
 Retail health clinic²	Physician assistants or nurse practitioners	\$75²	<ul style="list-style-type: none"> Minor allergic reactions Bumps, cuts, scrapes, or rashes Burning with urination Minor burns Cold, cough, and sore throat Minor sinus pain and fever Eye or ear pain or irritation Shots
 Walk-in doctor's office³	Family practice doctors	\$154³	Same as retail health clinic as well as: <ul style="list-style-type: none"> Mild asthma Back pain Nausea or diarrhea Minor headache
 Urgent care center³	Family practice and emergency medicine doctors	\$226³	Same as walk-in doctor's office as well as: <ul style="list-style-type: none"> Animal bites Sprains and strains Stitches X-rays

You can **save up to \$1,100** when you opt for care somewhere other than the emergency room when you need nonemergency care.^{1,2,5}



Look for care nearby

Download the **Sydney Health** app from the App Store® or Google Play™ to find an urgent care center, retail health clinic or walk-in doctor's office quickly. You can also find directions on the app.

When you need care quickly, you have options. We are here to help you find the right place to go.

¹ If you use the ER and it's not a true emergency, your claim could be denied and you may be responsible for the full cost of your ER care.

² National averages of the total cost, not what members paid, based on Anthem members' commercial paid claims from July 1, 2018, through July 1, 2019.

³ Dates of cost averages: January 1, 2019, through December 31, 2019.

⁴ Weighted average of levels 1, 2, and 3. Does not include levels 4 and 5. Dates of cost averages: January 1, 2019, through December 31, 2019.

⁵ If you get care from a health professional or facility that is not in your health plan, you may have much higher out-of-pocket costs.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to anthem.com/co/networkaccess. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.