

Emergency room visits can cost more than you think.

Many health problems need to be taken care of right away but aren't true emergencies. When you can't see your **primary care doctor**, you can still get care without going to the ER. Retail health clinics, walk-in doctor's offices and urgent care centers can take less time and cost about the same as a regular doctor visit. Plus, most are open weeknights and weekends.

Retail health clinic – A clinic that has medical professionals who offer basic medical services to “walk-in” patients. Can be found in a major pharmacy or retail store.

Walk-in doctor's office – A doctor's office where you don't already have to be a patient or have an appointment. Can handle routine care and common family illnesses.

Urgent care center – Doctors who treat illnesses or injuries that should be looked at right away but aren't emergencies. Can often do x-rays, lab tests and stitches.

Before you go

Call the office or clinic and ask:

- What are your hours?
- Do you have the services I need?
- Will this be covered by my plan?

To find out where you can get care quickly while saving time and money, go to anthem.com/eral/oh.

Your average copay

\$150 – \$250*	\$20 – \$75*
ER visit	Retail health clinic Doctor's office visit Urgent care center

*Average health plan copays. Your health plan may not have an emergency room copay. And, for many members, deductibles and coinsurance may apply, which can make an even greater difference in the cost you incur for an emergency room visit versus an alternative site of care.

Emergency room rule of thumb

Call 911 or go to the emergency room if you think you could put your health at serious risk by delaying care.

Want more information on ER alternatives?

1. Call our 24/7 NurseLineSM.** The number is on the back of your ID card.
2. If you don't have access to the 24/7 NurseLine, you can find a retail health clinic, walk-in doctor's office or urgent care center near you by visiting anthem.com/eral/oh. Or go online for an easy way to find ER alternatives in your state. Search GoogleTM, Yahoo![®] or BingTM by typing “Anthem OH Urgent Care.”

Deciding where to go when you need care right away

	Who usually provides care	Sprains, strains	Animal bites	X-rays	Stitches	Mild asthma	Minor headaches	Back pain	Nausea, vomiting, diarrhea	Minor allergic reactions	Coughs, sore throat	Bumps, cuts, scrapes	Rashes, minor burns	Minor fevers, colds	Ear or sinus pain	Burning with urination	Eye swelling, irritation, redness or pain	Vaccinations	Cost
Retail Health clinic	Physician assistant or nurse practitioner									•	•	•	•	•	•	•	•	•	\$20 – \$50 copay*
Walk-in doctor's office	Family practice doctor					•	•	•	•	•	•	•	•	•	•	•	•	•	\$20 – \$50 copay*
Urgent Care Center	Internal medicine, family practice, pediatric and ER doctors	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	\$35 – \$75 copay*

Emergency Room	<p>Some examples of medical emergencies are:</p> <ul style="list-style-type: none"> • Any life-threatening or disabling condition • Sudden or unexplained loss of consciousness • Chest pain; numbness in the face, arm or leg; difficulty speaking • Severe shortness of breath • High fever with stiff neck, mental confusion or difficulty breathing • Coughing up or vomiting blood • Cut or wound that won't stop bleeding • Major injuries • Possible broken bones 	\$150 – \$250 copay*
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Each clinic or center may have different services available. Be sure to call and ask before you go.

*Average health plan copays. For many members, deductibles and coinsurance may apply, which can make an even greater difference in the cost between an emergency room and alternate site of care.

**Call customer service on the back of your ID card to see if 24/7 NurseLine is available on your plan.