

# Avoidable ER

## Save the ER for emergencies

Going to the emergency room (ER) or calling 9-1-1 is always the way to go when it's an emergency. And we've got you covered for those situations.

Your plan isn't changing, but starting **1/1/2018** you'll be responsible for ER costs when it's **not** an emergency.

If you need care but it's not an emergency, try these other options. You can avoid a long wait and the higher costs that come with a non-emergency ER visit.

**Call your doctor.** Your doctor may be the right place to start. After all, your doctor knows your story. You can make an appointment or speak to an on-call doctor.

**Visit a retail health clinic.** Consider this when you have a rash, minor burns, cough, sore throat, minor allergic reactions, bumps, cuts, and scrapes, or when you need shots. Hours of operation vary.

**Head to urgent care.** This may be the right choice when you have back and joint pain, cough/cold, sinus or ear pain, sprains and strains, or even need x-rays. Flexible hours, including nights and weekends.

**Check in at LiveHealth Online.** Visit with a doctor 24/7 online when you have a common health condition. Sign up at [livehealthonline.com](http://livehealthonline.com) or on the LiveHealth Online mobile app.

## Avoidable ER (cont.)

We know there are situations when the ER is the only option, so we're including exceptions:

Members under the age of 14,

ER visits directed by your doctor

ER visits between 8 p.m. Saturday and 8 a.m. Monday or on major holidays, or when the closest urgent care is more than 15 miles from your home.