

Needing care *now* doesn't have to be an emergency



Know your options for the closest, fastest and most affordable care when you need it most.

Your urgent care options:



› Who says you have to leave home?

Using **LiveHealth Online**, you can have live video chats with board-certified doctors who are able to provide diagnoses, treatments and even prescriptions for common health problems, 24/7.¹

All you need is a smartphone, tablet or computer with a webcam to get started. No appointments, no driving and minimal waiting — plus a reasonable \$49 fee. Just sign up at livehealthonline.com or download the app.

› Need stitches, lab work or X-rays after-hours or on weekends? For hands-on help, go to your nearest:



— **Retail health clinic:** staffed by medical professionals who provide basic health services to “walk-in” patients; usually located in major pharmacies or retail stores, such as CVS and Walmart. Average cost per visit: \$10-\$75.²



— **Walk-in doctor's office:** doesn't require you to already be a patient or have an appointment; can handle routine care and common illnesses. Average cost per visit: \$10-\$75.²



— **Urgent care center:** group of doctors who treats conditions that require immediate care, but aren't as severe as emergencies. Average cost per visit: \$10-\$75.²

Did you know?

The average cost of an ER visit is **\$1,500-\$3,000!**²

Deciding where to go...

If you want medical advice on whether emergency or urgent care makes more sense for your health issue, ask your doctor first. If your doctor's out, you can call 24/7 NurseLine at 1 (800) 337-4770 to speak with registered nurses any time of the day or night, 365 days a year. These nurses can offer guidance, as well as refer you to the LiveHealth Online tool or local urgent care offices. You can also go to anthem.com and select Find a Doctor to locate urgent care facilities in your area.

¹ Prescription availability is defined by physician judgment and state regulations. LiveHealth Online is available in most states and expected to expand to more in the near future. Visit the home page of livehealthonline.com to view the service map by state.

² These are 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 between an emergency room and alternate site of care.