

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.

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.

- 1 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.
- 2 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.
- 3 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.
- 4 Check in at LiveHealth Online.** Visit with a doctor 24/7 online when you have a common health condition. Sign up at livehealthonline.com or on the mobile app.

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 8:00 p.m. Saturday and 8:00 a.m. Monday, or when the closest urgent care is more than 15 miles from your home.

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

Want to know more? Go to anthem.com/urgentcare to search for care options near you or call our 24/7 Nurseline on the back of your member ID card.

Questions? We are here to help, so give us a call at the Member Services number on your ID card. You can also visit our blog at or log in to anthem.com for a closer look at your benefits.



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