

# Which is better for cold and flu?

Emergency room (ER) vs Urgent care/retail health clinic vs LiveHealth Online

Always call 911 or go to the ER if you think you could put your health at serious risk by delaying care.



When you have a runny nose, fever and sore muscles, where should you go?



## Emergency room

Average cost<sup>1</sup> for common conditions

**\$200-\$500**

You pay:

- Any copay
- Any additional deductible or coinsurance that may apply

Average visit time

**4 hours<sup>2</sup>**



## Urgent care/retail health clinic

**\$75-\$125**

You save up to



**\$425**

**1 hour<sup>3</sup>**



You save

**3 hours**



Enough time to go to the gym and take your dog to the park



## LiveHealth Online

**\$20**

You save up to



**\$480**

**20 minutes<sup>4</sup>**



You save

**3.5 hours**



Enough time to go to the gym, take your dog to the park, and watch your favorite TV show

### Need to find care nearby?



**Online:** Go to [anthem.com](http://anthem.com) and choose **Find a doctor**. Follow the steps to search for a doctor or health care provider in your plan.



**By phone:** Call the Member Services number on your ID card for help finding providers in your plan.

<sup>1</sup> Refers to average health plan copays, not the cost for the condition listed. For many members, deductibles and coinsurance may apply.

<sup>2</sup> American College of Emergency Physicians website: *ER Wait Times, Crowding & Access Fact Sheet* (accessed December 2015); [newsroom.acep.org/index.php?s=20301&item=29937](http://newsroom.acep.org/index.php?s=20301&item=29937)

<sup>3</sup> Becker's Healthcare website: *20 Things to Know About Urgent Care* (accessed December 2015); [beckershospitalreview.com](http://beckershospitalreview.com)

<sup>4</sup> Total includes 10 minutes of wait time. LiveHealth Online website: *How It Works* (accessed August 2016); [livehealthonline.com](http://livehealthonline.com)