



Where to get care when you need it now

What do you do when you need care right away, but it's not an emergency?

The last place anyone wants to sit and wait hour after hour is the emergency room (ER). And it can cost you more than you might need to pay if you could get care from somewhere else quickly.

You should know you have more options than just the ER.

First call your primary care doctor

He or she is the doctor you see for most care. When you call this doctor, he or she will tell you if you should make an appointment with the doctor or go to the ER. Your doctor might even suggest you go to a retail health clinic or urgent care. But when you can't see your doctor or if your doctor's office is closed, you can choose an option below. It often takes less time than the ER and costs about the same as a doctor visit. Plus, most are open weeknights and weekends.

Choose a care option that could save time and money

Retail health clinic — A clinic staffed by medical professionals who provide basic medical services to “walk-in” patients. Usually in a major pharmacy or retail store.

Walk-in doctor's office — A doctor's office that doesn't require you to be an existing patient or have an appointment. Can handle routine care and common family illnesses.

Urgent care center — A group of doctors who treat conditions that should be looked at right away but aren't as severe as emergencies. Can often do x-rays, lab tests and stitches.

Pick a care facility and call before you go

Ask:

- What are your hours?
- Tell them what has happened (for example, “I have a cut” or “I twisted my ankle.”) Then ask, do you have services that I need?
- What age range do you treat?
- Are you a provider that is part of my health plan network?

What you pay

\$150 - \$250*	\$35 - \$50
ER visit	Retail health clinic, Walk in doctor's office, Urgent care center

*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.

When to use the ER

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

Want to find ER alternatives fast?

Go online to anthem.com/eralt/va. Click on your location on the map of the state of **Virginia**. It will show you locations for care options in your area. You also can type in your street address or ZIP code to get this information.

If you don't have internet access, call the 24/7 NurseLineSM for help finding a care location. The phone number is on your member ID card.**



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See the other side for examples of when to go to the ER and when to consider other options. ▶

Deciding where to go

	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									•	•	•	•	•	•	•	•	•	\$35-\$50 copay
Walk-in doctor's office	Family practice doctor					•	•	•	•	•	•	•	•	•	•	•	•	•	\$35-\$50 copay
Urgent care center	Internal medicine, family practice, pediatric and ER doctors	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	\$35-\$50 copay

When to go to the ER

Some examples of ER medical emergencies are:

Any life-threatening or disabling condition	Severe shortness of breath	Cut or wound that won't stop bleeding
Sudden or unexplained loss of consciousness	High fever with stiff neck, mental confusion or difficulty breathing	Major injuries
Chest pain; numbness in the face, arm or leg; difficulty speaking	Coughing up or vomiting blood	Possible broken bones

Options have different services and copays. Call and ask before you go.

Remember you have choices. If it's not an emergency, call your doctor first or the 24/7 NurseLine. The phone number is on your ID card. The nurse on the phone can help you decide what to do next.

If you are an HMO member, you should call your primary care doctor's office or medical group to find out your ER alternatives for urgent care.



Scan the code on the left with your mobile capable device for a direct link to [anthem.com/eral/va](https://www.anthem.com/eral/va)

Don't have a QR code reader? Download the free ScanLife app to your mobile device or visit www.scanlife.com.

At Anthem Blue Cross and Blue Shield, we're always looking for new ways to save you time, money and help you get more value from your health care.

If you get care from a provider that is NOT part of your health plan network, you may have significantly higher out-of-pocket costs.