

When you need care quickly, you have options besides the ER

Save time and money by knowing where and when to go

Did you know the average cost for receiving care at an emergency room (ER) for nonemergencies is **\$1,404**? For non-life-threatening situations, you can **save an average of \$1,100** by choosing something other than an ER.¹

When you need care, your primary care doctor is usually the best place to start. They know you and your health history. You also have other options for nonemergency care, such as LiveHealth Online and 24/7 NurseLine. Make a plan now, so you're prepared when you need to choose care in a hurry. **Remember, if you have a true emergency, it's always best to go to the ER or call 911.**



Where to go	What can be treated	Hours	Average cost ¹	Your cost ²
LiveHealth Online 	Flu and cold symptoms, allergies, pinkeye, and sinus infections, even if a prescription is needed ³	24/7 from your smartphone, tablet, or computer with a webcam	\$59	<ul style="list-style-type: none"> UC Care: First medical visit at no extra cost, \$20 copay each visit after that (no deductible) UC Health Savings Plan (HSP): 20% (after deductible) CORE: 20% (after deductible)
Urgent care center 	Back and joint injuries, flu and cold symptoms, sprains, strains, and cuts or when you need X-rays	Usually open extended hours (nights and weekends)	\$143	<ul style="list-style-type: none"> UC Care: <ul style="list-style-type: none"> UC Select Provider: \$20 copay each visit Anthem Preferred Provider: \$20 each visit (no deductible) UC HSP: 20% (after deductible) CORE: 20% (after deductible)
Retail health clinic 	Flu and cold symptoms, rashes, minor allergic reactions, pinkeye, urinary tract infections, and minor cuts and burns	Most can see you nights and weekends, and accept walk-ins	\$72	<ul style="list-style-type: none"> UC Care: <ul style="list-style-type: none"> UC Select Provider: N/A Anthem Preferred Provider: 30% (after deductible) UC HSP: 20% (after deductible) CORE: 20% (after deductible)
Doctor's office 	Flu and cold symptoms, allergies, chronic health conditions, and preventive care such as your annual physical	Hours vary, usually best by appointment	\$124	<ul style="list-style-type: none"> UC Care: <ul style="list-style-type: none"> UC Select Provider: \$20 copay each visit Anthem Preferred Provider: 30% (after deductible) UC HSP: 20% (after deductible) CORE: 20% (after deductible)
24/7 NurseLine 	Questions about a health issue or where to go for care	24/7, call 888-548-3432	No extra cost	No extra cost



¹ Anthem claims data for California, 2021.

² Care outside of your plan may cost more out of pocket. If you have questions about your plan, call an Anthem Health Guide at 844-437-0486, Monday through Friday, 5 a.m. to 8 p.m. PT.

³ Prescription availability is defined by physician judgment.

Sydney Health is offered through an arrangement with CareMarket, Inc., a separate company offering mobile application services on behalf of Anthem Blue Cross health plans. LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

118586CAMENABC BV Rev. 08/21

Find care when you need it
 Download the SydneySM Health mobile app to find care options near you and compare costs.

