

Which would you rather pay?

A regular doctor's office visit copay for an urgent care center visit.

A \$100 copay for an emergency room visit.



When you or a family member is sick or injured, you need to decide where to go for care. Choosing the right place can save you time and money-and most importantly give you access to the care you need.

Urgent care centers treat patients with conditions that need immediate attention, but are not life-threatening.

Types of conditions treated and care provided in an Urgent Care Center:

- Flu
- Earaches
- Sore throats
- Strains
- Sprains
- Scrapes
- Cuts
- Bites
- Written prescriptions
- Splinting
- Casts
- Basic wound care
- Suturing

Urgent care centers fill in the gap between the physician office and the emergency room. Advantages of an urgent care center include:

- Shorter wait times
- Convenient locations
- No appointments required
- Lower costs

They're a convenient alternative when your physician is not available to see you. And your copayment for visiting an urgent care center* contracted with Anthem Blue Cross (Anthem) is the same low amount as for a doctor's office visit, versus a \$100 copayment at the ER.

To find an urgent care center near you, visit the "Find a Provider" link on our website, anthem.com/ca/sisc, or see the attached list for urgent and other after-hours offices that are in the Anthem PPO network.

As an Anthem Blue Cross PPO member, you can also call the 24/7 Nurse Line at **800-977-0027** to speak to a registered nurse at anytime.

If you believe you need emergency care, go directly to the nearest emergency facility or call 911.

ER facts

- SISC data indicated that over 50% of visits to the ER were non-urgent in 2009.
- Nationally, patients spent 3.2 hours on average in the ER, including the actual doctor consultation and any treatment¹



*If you visit an urgent care center that is not contracted with Anthem, you generally will pay more than you would at a contracted center.

¹Centers for Disease Control and Prevention, *Visits to U.S. Emergency Departments at All-Time High; Number of Departments Shrinking* (May 26, 2005); cdc.gov

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. © ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.