

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

# Which is better for ear infections?

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



**Emergency room**



When your ear hurts and you have fever, where should you go?



**Urgent care/retail health clinic**

**\$300**

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

**\$75**



**You pay:**

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



**You save up to**

**\$500**

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



Average visit time

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



**You save**

**3 hours**



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

**Need to find care nearby?**



**Online:** Go to [anthem.com/ca](http://anthem.com/ca) 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).

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.