

Which is better for cold and flu?

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



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



Emergency room

Average cost¹ for common conditions

\$150-\$200

You pay:

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

Average visit time

2 hours & 15min.²



Urgent care/retail health clinic

\$20-\$75

You save up to

\$180

1 hour³



You save over **1 hour**

Enough time to go to the gym



LiveHealth Online

\$59

You save up to

\$141

20 minutes⁴



You save nearly **2 hours**

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



Need to find care nearby?



Online: Go to empireblue.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.

¹ Refers to average health plan copays, not the cost for the condition listed. For many members, deductibles and coinsurance may apply.
² American College of Emergency Physicians website: *ER Wait Times, Crowding & Access Fact Sheet* (accessed July 2017): [newsroom.acep.org/index.php?s=20301&item=29937](http://www.acep.org/newsroom/acep.org/index.php?s=20301&item=29937).
³ Urgent Care Association of America website: *2016 Benchmarking Report* (accessed July 2017): <http://c.yimcdn.com/sites/www.ucaoa.org/resource/resmgr/benchmarking/2016BenchmarkReport.pdf>.
⁴ Total includes 10 minutes of wait time. LiveHealth Online website: *How It Works* (accessed July 2017): livehealthonline.com.