

Emergency room utilization



Helping employees find
the **right care** when they
need care right away



Comparing the costs of care options.*

Urgent care center
\$143

Walk-in doctor's office
\$124

Retail health clinic
\$72

LiveHealth Online
\$59

Emergency room
\$1,404

* These rates are national averages of the total cost, not what members paid. Actual cost may vary depending by plan and where a member goes for care.

Reducing costs by reducing unnecessary ER trips

With Anthem Blue Cross, your employees have lots of healthcare options — options that can save them time, money, and worry.

Anthem offers a broad network of care sites like urgent care centers, walk-in doctor's offices, and retail health clinics. If we reduce unneeded ER visits, we can cut healthcare costs significantly.

Together we can help your employees make the choices that are most appropriate for their healthcare needs, will help them better manage their copay, deductible, and other healthcare costs, and maximize the benefit from their healthcare.

Choosing the right place for immediate care

When an employee's life or health is in serious danger, there's only one option — the emergency room. When the situation isn't life-threatening but still needs immediate care, there are options that can be convenient, less expensive, and more appropriate.

- An **urgent care center** is a walk-in clinic staffed by doctors who treat conditions that should be looked at right away, but aren't as severe as emergencies. Doctors in an urgent care often do X-rays, lab tests, and stitches.
- A **walk-in doctor's office** is convenient because employees don't have to have an appointment or be an existing patient. These offices handle most routine care and common illnesses.
- A **retail health clinic** is a clinic where medical professionals provide basic medical care. These clinics are almost always located in retail stores, supermarkets, and pharmacies.
- **LiveHealth Online** is a 24/7 service that connects your employees with board-certified doctors using their smartphone, tablet, or computer with a camera. The doctor can answer questions and diagnose many common problems, like a sore throat, the flu, or allergies. In less than 10 minutes, your employees can obtain medical advice, a diagnosis, and even a prescription, if needed.

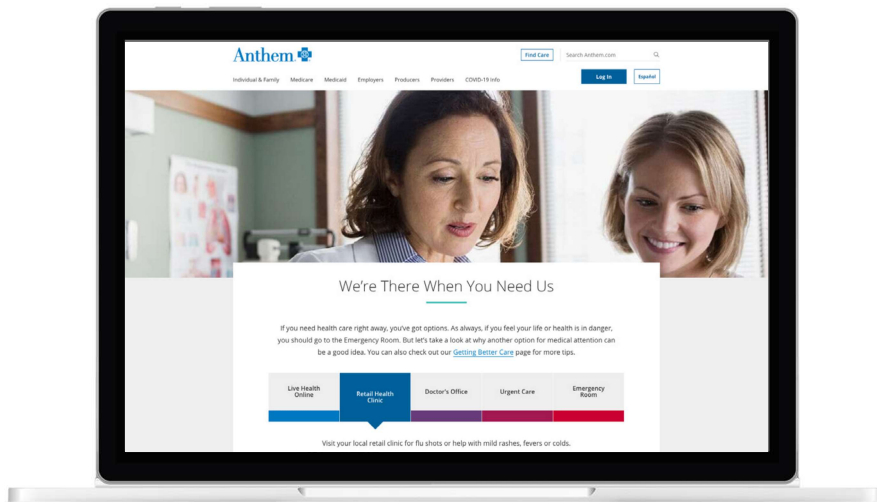
Trusted advice from Anthem

Anthem has created programs and resources that help every Anthem member assess their situation and make a more informed and confident decision about where to seek care.

- **Find A Doctor** helps Anthem members find an in-network place for care using the Sydney Health app or by logging into [anthem.com/ca](https://www.anthem.com/ca).
- **24/7 NurseLine** puts members directly in touch with a live, registered nurse who can offer guidance on choosing the right level of care. Members can easily reach a nurse, day or night, by calling the toll-free number on their ID cards.
- **Sydney Health** allows members to visit with a doctor through the app, with the Sydney Health Symptom Checker. With just a few questions, it intuitively narrows down millions of medical data points to assess specific symptoms. Then, members can choose to connect with a board-certified doctor either through a virtual text visit or a video visit. The Sydney Health Symptom Checker is available at no additional charge. Virtual text visits cost \$19 or less per visit depending on plan design.

Anthem helps employees stay out of the ER

We're working hard to keep employees informed before they make a care decision, and sometimes we follow up when they could have utilized a better option. Here's how:



- **We're there when you need us** is a feature on the member homepage of [anthem.com/ca](https://www.anthem.com/ca) that shows your employees care options based on their medical needs, time availability, and cost. We list the specific medical conditions that are treated at each location, and break down facilities by cost or time commitment. This is an ideal tool for employees to use before making a treatment choice.
- **Quick care options** is an ongoing education program designed to reduce unnecessary ER trips by helping members understand the full range of options they have through their health plan. Anthem will send a message to employees through their Explanation of Benefits statements or via phone calls if the service they received at the ER could have been handled somewhere else.

Unnecessary ER visits have a **significant effect** on healthcare costs



Helping your employees understand this issue will lower costs for everyone. Together, we can help your employees find the most efficient place to get the right care, at the right time.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2023

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