

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 cold and flu?

Emergency room (ER) vs LiveHealth Online



Emergency room



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



LiveHealth Online

\$150

Average cost¹ for common conditions

\$50



You pay:

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



You save up to

\$9000

4 hours²



Average visit time

20 minutes³



You save

3.5 hours

Enough time to go to the gym, 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 December 2015): newsroom.acep.org/index.php?s=20301&item=29937.

³ Total includes 10 minutes of wait time. LiveHealth Online website: *How It Works* (accessed August 2016): livehealthonline.com.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Empire Blue Cross and Blue Shield.

Services provided by Empire HealthChoice HMO, Inc. and/or Empire HealthChoice Assurance, Inc., licensees of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans.