

Which is better for bumps, cuts and scrapes?

Emergency room (ER) vs Urgent care vs LiveHealth Online



When you have minor wounds or bruises, where should you go?



Emergency Room

Your cost


\$200

You pay:

- Your copay
- Any deductible or coinsurance that may apply

Average visit time

2 hours & 15 min.² 





Urgent Care

Your cost


\$35

You save:

\$165 

You save over: 1 hour³ 

Enough time to go to the gym





LiveHealth Online

Your cost

\$0

You save:


\$200 


You save over: 2 hours⁴ 

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 Copays shown are effective January 1, 2020.
2 American College of Emergency Physicians website: *ER Wait Times, Crowding & Access Fact Sheet* (accessed July 2017); newsroom.acep.org/index.php?i=20301&item=29937.
3 Urgent Care Association of America website: *2016 Benchmarking Report* (accessed July 2017); <http://cymcdm.com/sites/www.ucaoa.org/files/source/resmgr/benchmarking/2016BenchmarkReport.pdf>.
4 Total includes 10 minutes of wait time. LiveHealth Online website: *How It Works* (accessed July 2017); www.livehealthonline.com.