



Save time and money.



Don't use the ER if it's not a true emergency.

There are many emergency room (ER) alternatives if your condition is not a true (life-threatening) emergency.

Of course, when you feel your life is in danger—such as chest pain, uncontrollable bleeding or trouble breathing—you should go straight to the nearest ER or call 911.

In the hospital ER, true emergencies are treated first, so if your life is not in danger (such as a broken arm), you will wait—sometimes for hours. And you will pay more out of your pocket for the same services.

Know Where to Go for Care

Where	What	When
Your doctor – for non-urgent care, try calling your doctor first	Preventive care, such as blood pressure, flu shot, cholesterol, glucose levels and cancer screenings; flu-like conditions	Available during business hours – sometimes available for extended hours or weekends
Walk-in clinic* – found in stores and pharmacies such as Walgreens, Wal-Mart and CVS	Colds, sore throats, sinus/ear/eye infections, rashes and bug bites	Many open 7 days a week with extended evening, weekend and holiday hours (no appointment needed)
Urgent care center* – many affiliated with hospitals	Sprains, strains, fractures, stitches, high fevers, burns and severe vomiting	
Emergency room – found at almost every hospital	Symptoms you believe may put your life at risk such as uncontrollable bleeding, severe allergic reactions, difficulty breathing and apparent heart attack or stroke	Available 24/7

Cost Savings Example		
Where	Average total cost for treatment of a sore throat**	Your in-network out-of-pocket cost
Walk-in clinic	\$59	\$25 copay
Urgent care center	\$110-\$150	\$75 copay
Emergency room	\$550-\$750	\$150 copay (not covered if not a true emergency)

*Walk-in clinics and urgent care centers are not available in all locations but may be added at any time. Be sure to check your provider directory for the most up-to-date listing.

**Average Retail & ER pricing. Aetna Strategic Contract Manager, 5/08. These figures show the average cost for treatment only. The actual cost may vary based on where you live and other details.

Providers are independent contractors and are not agents of Aetna or United. Provider participation may change without notice. Aetna and United do not provide care or guarantee access to health services. Information is believed to be accurate as of the production date, however, it is subject to change.

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If you need help finding doctors or other providers:*

- **Aetna members:** www.aetna.com > Find a Doctor > Aetna Choice POS II network or call **800.475.8782**
- **UnitedHealthcare members:** www.myuhc.com > Find Physician & Facilities > UnitedHealthcare Choice Plus network or call **866.627.7800**
- **Health Advocate:** **866.695.8622**

A Personal Health Advocate will help you set up appointments and will facilitate interactions with health care providers and insurers.

It's a good idea to print out a listing of emergency clinics in your area. When you need medical attention while traveling, call your medial plan for local network doctors and facilities.



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