

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions



## Walk right into convenient care

# Participating Retail Walk-In Clinics

### Make ER waits a thing of the past!

Of course, it's second nature for many of us to hit the emergency room if we're suddenly sick or injured — a sound idea, in most cases. But if you've come down with a minor illness or injury, like strep throat or the flu, a hefty ER wait time — and even heftier hospital bill — might not be your best option.\* In fact, quicker, more affordable and more convenient treatment is closer than you think: your local walk-in retail clinic.

Many of these convenient health care spots are open 7 days a week, even nights and weekends. That makes them an easy option. Use them when you have a common ailment and need to see a doctor, but it's after business hours. Plus, when you opt for care from one of almost 650 Aetna-contracted clinics instead of your local ER, your savings can really add up!

### See the savings

If you're like many Americans, deductibles or coinsurance is a part of your world. But the dramatically lower costs you'll pay for clinic visits will feel like instant relief. Take a look at what you could save:

Non-Emergency Service	Average ER Cost <sup>1</sup>	Average Walk-in Cost <sup>1</sup>
<b>Strep throat</b>	\$550-\$750	\$59
<b>Ear infection</b>	\$550-\$750	\$59
<b>Flu vaccination</b>	\$550-\$750	\$59
<b>Sinus infection</b>	\$550-\$750	\$59

\*It is best to call your own primary care doctor first when faced with a non-life threatening condition.

<sup>1</sup>Average Retail & ER Pricing. Aetna Strategic Contract Manager, 4/12. Actual costs may vary.

## 8 great reasons to go retail

If you've already walked in to your local retail clinic — congrats! You've taken a great step toward protecting your health and your wallet at the same time. If not, there are plenty of reasons to start:

- **You're covered.** All you need is your Aetna member ID card.
- **No appointments needed.** The name says it all — just walk right in.
- **Convenient hours.** Some clinics are open 7 days a weeks, with extended evening and weekend hours, just like the ER.
- **Lower prices.** You'll pay an average of \$44 to \$59 per clinic visit<sup>1</sup> compared to the \$550 to \$750 average ER price.\*
- **Quicker care.** The average ER visit tops 4 hours,<sup>2</sup> while clinic visits are generally an hour or less.
- **Many locations.** With almost 650 (and growing) freestanding and retail-based clinics nationwide, you can find a spot close to your home or job. You might even find a spot in your neighborhood's Rite Aid®, CVS/pharmacy® or Walgreens®.
- **Skilled staff.** Clinics are overseen by a doctor, with nurse practitioners or physician assistants onsite.
- **Recommendations.** If you ever need more extensive care, clinics can refer you to a local doctor, emergency room or urgent care center.

## Have an urgent medical need?

If you need care that's more than minor, we also contract with **urgent care centers** to give you an affordable alternative to the ER, at an average cost break of up to 7 times less than your typical ER cost. The sites are staffed with doctors to handle urgent medical matters. And just like retail clinics, evening and weekend hours are available, with no appointments needed.

If your medical need is more than urgent — for example, characterized by chest pain, trouble breathing, bad bleeding or other symptoms that are serious or put your life at risk — you should go straight to your local ER.

## Finding a clinic is easy

Get familiar with the urgent care and walk-in clinics in your neighborhood before you need them. Here's how:

1. Visit **[www.aetna.com](http://www.aetna.com)**
2. Click on "Find a Doctor"
3. Select "Urgent Care Facilities" or "Walk-In Clinics"

## Plenty of services

If you're thinking an ER is the only place that can handle your health issue, think again. Retail clinics not only offer care for minor illnesses and injuries, they also offer plenty of other services you probably didn't realize. Walk-in clinics can provide or treat:

- Routine allergies
- Ear infections
- Strep throat
- Colds & flu
- Vaccinations
- Athletes foot
- Minor insect bites
- Poison ivy
- Sprains
- Diabetes screening
- Heart screenings
- Pregnancy tests
- School physicals
- Well-baby exams, and more

**Walk into convenience,  
savings and good health.**  
Consider the advantages of  
your local walk-in retail clinic.

\*Member responsibility may vary based on plan design; for some plans copays apply. Emergency room copays are typically higher than walk-in clinic copays.

<sup>1</sup>Average Retail & ER Pricing. Aetna Strategic Contract Manager, 4/12. Actual costs may vary.

<sup>2</sup>The Case for Urgent Care (complimentary white paper). Urgent Care Association of America. Available at [www.ucaoa.org/resources\\_stats.php](http://www.ucaoa.org/resources_stats.php). Accessed April 30, 2012.

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