

In 2022, ESHCA spent 3x more on Emergency Room services than Preventative Appointments (including Annual Physicals)!

- 31% of those ER appointments were classified as “non-emergent” meaning they could have been done using a more cost-effective method such as Gia or Urgent Care.
- MVP has identified ER as a “coaching” point where we can make a measurable difference. This measure has improved from 41% (2019) to 31% (2022), however, there is still room for improvement.
- For comparison, review the following. Keep in mind this would be the same appointment for each:
  - 1) Gia
    - \$0 copay / insurance billed \$83
  - 2) Urgent Care
    - \$25 copay / insurance billed \$1,100
  - 3) Emergency Room
    - \$250 copay / insurance billed \$3,000 - \$6,000

Gia also includes:

- Digital MVP Card
- Claim History Details (EOB)
- Urgent Care (virtual)
  - Appointment in the comfort of your home, the convenience of a job site, or from your favorite vacation spot.
- Primary Care Services, Nutritional Counseling, and Mental Health Professionals.

The Bottom Line: using the Gia app or Urgent Care over ER is less expensive for the member and the health plan. Ensure your Gia app is in good working order and know the location of the UC where you live and work.