



# NurseLine<sup>SM</sup> services

When you have a health concern, it can be difficult and time-consuming to find the information you need. NurseLine services can help you make smart health care decisions with immediate telephone access to experienced registered nurses.

## Take charge of your health

One toll-free number connects you with a registered nurse who can assist you and your family with a wide range of health care questions and concerns. Get trusted information and support any time – 24 hours a day, seven days a week.

NurseLine services also give you access to an audio health information library. Choose from more than 1,100 health and well-being topics, with 600 messages available in Spanish. Services are available to translate 140 languages and for callers with hearing impairments.

## Experienced professionals

NurseLine nurses have an average of 15 years clinical nursing experience. They are an excellent resource when you need help choosing care, managing a chronic condition, understanding treatment options and more.

*"My baby has a temperature of 102 degrees. It's midnight. What do I do?"*

*"I have diabetes. How can I manage my condition and stay healthy?"*

*"I've been diagnosed with breast cancer. How do I know what treatment option is right for me?"*

## Current health information

NurseLine nurses provide reliable information based on the latest medical and professional guidelines. So, think of NurseLine services as your one-stop resource for making smart health care decisions every day.

To talk with a NurseLine nurse, call the Customer Care number on the back of your member ID card.

To access NurseLine, call **1-888-315-7257, PIN 757.**

## NurseLine services can help you:

- Find a doctor or hospital.
- Understand treatment options.
- Ask medication questions.
- Choose appropriate medical care.
- Locate available resources.

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