

FYI
for members

Have a health-related question? Call our 24-Hour Nurse Advice Line

Is it a cold? Should you seek care? Want to speak with a health care professional without having to schedule an appointment? Now you can.

Connecting you to care

You can now speak with a registered nurse 24 hours a day, seven days a week by calling **1-855-624-5214**. Whether it's as simple as how to use a thermometer to take an infant's temperature or as complex as learning about a surgical procedure, a registered nurse is ready to answer your questions. This free and confidential service can help you determine your next steps while providing you with peace of mind.

Options, advice and more

Our team of nurses can discuss treatment options and provide advice on how to handle situations that in the past would have prompted everything from unnecessary anxiety to a needless trip to the emergency room. Now you can call a registered nurse with any health-related questions you may have — whether you have a cold or a chronic condition, our nurses are here to support you every minute of the day.

You can call a registered nurse for:

- **Health information** — Our nurses will talk with you about your health care questions or concerns.
- **Symptom management** — Our nurses will assess your symptoms to determine the appropriate level of care and medical follow-up needed. They can also provide self-care tips so you can feel better faster.
- **Health decision support** — Get advice making decisions about treatment options for a condition or disease.

You can also access the AudioHealth Library® while on the line to get additional information on topics including:

- Common and chronic conditions
- Illness prevention tips
- Identifying warning signs
- How to administer self-care

Have a health-related question? We've got the answer. Just call **1-855-624-5214** today. If you have questions about your plan benefits, call the Customer Service number on the back of your Blue Care Network ID card.

