

24-Hour Nurse Line

Is it a cold? Should you seek care? A health care professional can advise you.

FYI

FOR YOUR INFORMATION

EDUCATE

ENGAGE

EMPOWER

Connecting you to care

You can speak with a registered nurse 24 hours a day, seven days a week. Whether your question is as simple as how to take an infant's temperature or as complex as learning about a surgical procedure, the registered nurse who responds to your call can provide answers. This confidential service offers peace of mind.

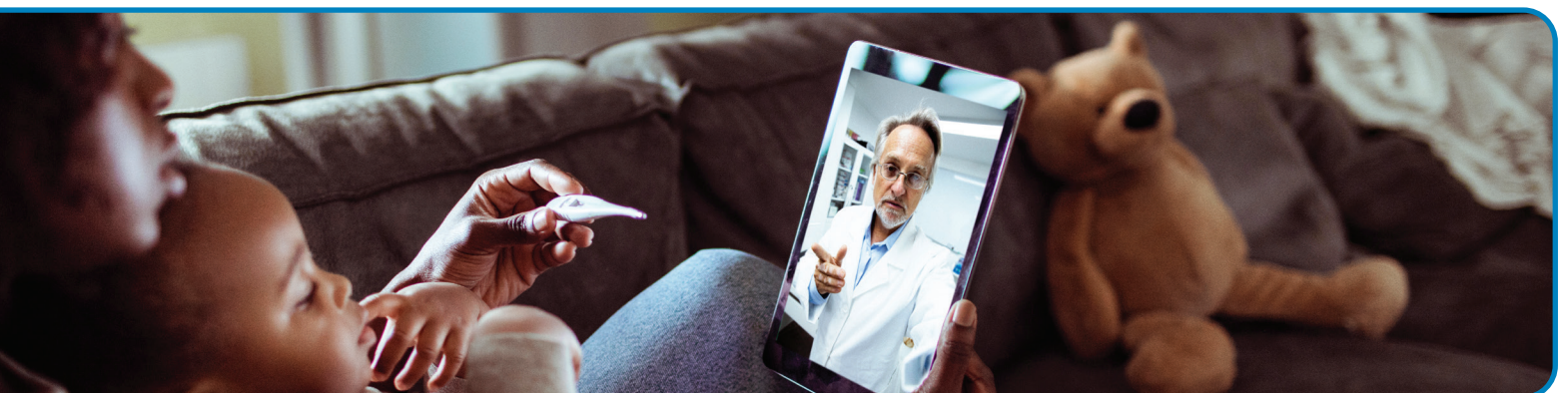
Advice and more

Call the 24-Hour Nurse Line for help from our registered nurses.

1-855-624-5214 (TTY: 711)

- **Health information** — Ask health care questions and discuss your concerns.
- **Symptom management** — Report your symptoms, and ask the nurse to determine the appropriate level of care and medical follow-up needed. The nurse can also provide self-care tips so you can feel better faster.
- **Health decision support** — Ask about treatment options for a condition or disease.

During your call, you can choose the AudioHealth Library® to listen to health information about preventing and managing illnesses. Each audio presentation is two to five minutes long. A nurse can suggest topics appropriate for you.



Submit your questions online

If you have nonurgent questions about your health, you can submit them securely online. All questions are confidential, and a registered nurse will respond within 24 hours.

1. Go to bcbsm.com and log in as a member. First-time visitors will need to register.
2. Select *Doctors & Hospitals*.
3. Select *Find a Doctor*.
4. Select *24-Hour Nurse Line*.
5. Select *Talk to a Nurse*.
6. Log in to submit your questions.

For more information

If you have questions about your plan benefits, call the Customer Service number on the back of your BCN member ID card (TTY: 711).