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 speak with a registered nurse 24 hours a day, seven days a week by calling 1-855-624-5214 (TTY: 711). 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.

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 — Our nurses will advise you about treatment options for a condition or disease.

During your call, you can choose the AudioHealth Library® to listen to health information on a variety of 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. If you have questions about your plan benefits, call the Customer Service number on the back of your member ID card (TTY: 711).

BCN Advantage℠ is an HMO and HMO-POS plan with a Medicare contract. Enrollment in BCN Advantage depends on contract renewal.
Blue Care Network of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación de miembro.

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متوفرة لك بالمجمل.
اتصل برقم الهاتف الظاهرة على الجهة الخلفية لبطاقة العضوية الخاصة بك.

Blue Care Network of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.