24-Hour Nurse Advice Line
Is it a cold? Should you seek care? A health care professional can advise you.

Connecting you to care
You can speak with a registered nurse 24 hours a day, seven days a week by calling 1-800-775-BLUE (2583) (TTY: 711). Whether your question is as simple as how to take an infant’s temperature or as complex as learning about a surgical procedure, a registered nurse can provide answers. This free and confidential service offers peace of mind.

Options, advice and more
Whether you have a cold or a chronic condition, our team of trained nurses is 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** — Our nurses can advise you 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 the topics appropriate for you.
Submit your questions online

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

Here’s how:

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

Have a health-related question?

Call 1-800-775-BLUE (2583) today. If you have questions about your plan benefits, call the Customer Service number on the back of your member ID card (TTY: 711).