

# NurseHelp 24/7

It's like having a nurse in your home



Should I go see my doctor about my earache? Do I need to go to the ER for my swollen ankle, or can I wait until the morning and see my doctor? As a Blue Shield plan member, you have a registered nurse as close as your phone, day or night.

Call NurseHelp 24/7<sup>SM</sup> toll-free at **(877) 304-0504** and talk with a registered nurse anytime you have health-related questions.

Experienced nurses can help you figure out how you can care for yourself, evaluate treatment options and help you determine whether to see a doctor. All at no extra charge.

**Oh, no!** You pick up your groceries and throw out your back. You call NurseHelp 24/7 and the nurse gives you treatment options to make you more comfortable, without a trip to the doctor.

**It's 3 a.m.** and your toddler's got a fever.\* You call NurseHelp 24/7 for tips on how to help, and soon she's sleeping like a baby.

**Your coughing** is getting worse. You call NurseHelp 24/7 and describe your symptoms. The nurse says you should make an appointment to see your doctor. You visit your doctor, and soon you are feeling much better.

**If you believe you need emergency care, call 911 or go directly to the nearest emergency room.**

## Get immediate answers and reliable information about:

- Minor illnesses and injuries
- Chronic conditions
- Medical tests and medications
- Preventive care

It's like having a trusted nurse in your home whenever you need one. Just call **(877) 304-0504** to talk to a nurse anytime, day or night. This phone number is on your Blue Shield of California ID card for easy reference. If you are hearing-impaired, dial 711 for the relay service in California.

Y0118\_16\_107A Accepted 09272016

Blue Shield of California is an HMO plan with a Medicare contract. Enrollment in Blue Shield of California depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits may change on January 1 of each year.

\* Calls to NurseHelp 24/7 are welcome for Blue Shield members or their covered dependents. Some benefit plans, including Medicare Advantage Plans, do not have dependent coverage.