

24-Hour Nurseline

Members have unlimited access to Registered Nurses via a toll-free telephone number 24 hours a day, 365 days a year. Nurses are specially trained to offer prompt, confidential assistance, helping members experiencing acute, in-the-moment health symptoms, make informed decisions about their next health care steps. There is no cost to use the NurseLine benefit. Nurses do not diagnose or provide treatment.



How it Works

- Toll-free, confidential access to Registered Nurses 24 hours a day by calling 1-855-558-1998.
- Guidance and information for dealing with acute, new onset health symptoms.
- Examples of acute symptoms the nurses may help members with include:
 - > **Chest or stomach pain**
 - > **Baby's fever**
 - > **Dizziness**
 - > **GI symptoms**
 - > **Injury/Cuts/Bites**
 - > **Allergic reactions**
- After speaking with a nurse, upon the member's request, general information on various health conditions can be provided via email or mail.



The NurseLine benefit is provided for health information only for members experiencing acute symptoms and is not a substitute for regular physical examinations or medical treatment visits and is not meant to replace the customary physician-patient relationship. Callers are encouraged to consult with their physician about any health conditions or concerns.

Health Advocate is not affiliated with any insurance or third party provider, and does not replace health insurance coverage, provide medical care or provide treatment.