



## NURSE ADVICE LINE

**Get peace of mind, any time, with the Blue Cross of Idaho Nurse Advice Line\*.**

### 24/7 HEALTH MANAGEMENT

The Nurse Advice Line lets you talk with a registered nurse 24/7 to help you make informed choices about your health. Just call **888-993-7120**.

They can help you when you:

- Aren't sure if you need to make a doctor's appointment
- Need information about medication or tests and procedures
- Want to learn more about a chronic health issue
- Need answers to help keep you and your family healthy

The Nurse Advice Line also includes:

- Spanish audio versions on a wide range of healthcare topics
- Audio health library with hundreds of pre-recorded messages
- URAC-approved and HIPAA-compliant health call center
- Live chat when you log in to ***members.bcidaho.com***

Customer feedback shows that the people behind the 24/7 nurse line make a real difference at critical moments in participants' lives.

### MEDICAL TRIAGE AND HEALTH INFORMATION



Phone triage lets you get health information and help for the right level of care.



If a nurse decides your issue is serious, you will be referred for urgent medical attention, avoiding dangerous and costly delays.



Those with less severe symptoms can avoid unnecessary and costly trips to ERs and healthcare providers.

\*Please Note: The Nurse Advice Line is not a substitute for medical attention. Registered nurses cannot provide diagnoses or treatment. If you have an emergency medical condition, please call 911 or your local emergency medical services number.