



## *Learn more about...* **The 24/7 Nurse Line**

### **When is the 24/7 Nurse Line available?**

The Nurse Line is available 24 hours a day, 7 days a week, 365 days a year. That means if members have a question or need health advice, they can call any time — in the middle of the night, on weekends and holidays.

### **How do members reach the Nurse Line?**

Members should call **1-866-458-0408** and select option 1 for the Nurse Line. This phone number is listed on the member ID cards.

### **How does the Nurse Line work?**

When members call the Nurse Line, they will have two options:

1. **Speak directly with a registered nurse.** Members can talk with the nurse about a current illness or health issue and get help deciding the best approach to their care. Members can call if they aren't sure if they should see a doctor or go to the Emergency Room, or to discuss treatments, lifestyle choices and self-care strategies.
2. **Listen to recorded topics in the Health Information Library (HIL).** The HIL has information on more than 1,000 health topics such as vaccinations, choosing a doctor and managing a chronic condition. All topics are available in English and Spanish.

### **How much does the Nurse Line cost?**

The 24/7 Nurse Line is included in the ARBenefitsPlus health benefits, so it's no cost to members! Plus, it's confidential.

**Beginning in the 2015 plan year, if a member calls the 24/7 Nurse Line prior to going to the Emergency Room, ARBenefits will waive the \$250 Emergency Room copay for members of the Premium Plan if the nurse directs them to go to the Emergency Room for treatment.**

## **Don't forget about these other free, confidential programs for members!**

### **Case Management**

If a member has an illness or injury that's difficult, long-term or costly, they can work with a case manager to make sure they're getting the care they need. The case manager can help them understand treatment options and their benefit plan.

We have nurse case managers who specialize in oncology to help members who have been diagnosed with cancer.

### **Nurse Health Coaching**

For members who have an ongoing health condition, Nurse Health Coaching can help them manage their condition and work towards better health.

Members can enroll if they have asthma, diabetes, chronic kidney disease, COPD, chronic pain, congestive heart failure, coronary artery disease, high blood pressure and high cholesterol.

### **Maternity Management**

Members or their covered spouses who are pregnant can participate in Maternity Management to work with a registered nurse, who can provide guidance for a healthy pregnancy.

**To access these programs, call 1-866-458-0408.**

