



# We're listening

## 24-Hour Nurse Line

Information and support for your health questions

### Talk to a registered nurse anytime

With the 24-Hour Nurse Line, you can speak to a registered nurse about health issues — whenever you need to.\*

Plus —

- It's toll-free.
- You can call as many times as you need — at no extra cost.
- Your covered family members can use it, too.

### You could save time, money and a trip to the doctor

The 24-Hour Nurse Line can provide helpful information and possibly prevent an unneeded trip to the doctor's office. That can be a money-saver.

Plus, you'll be able to make smarter health decisions. You'll have reliable information you can trust — and it's only a phone call or click away.

\*While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line nurses can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.



[Aetna.com](https://www.aetna.com)

## More reasons to use the 24-Hour Nurse Line

You can:

- Get information on a wide range of health and wellness topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor
- Receive emails with links to videos that relate to your question or topic

## Your online source for health information

Prefer to go online for health information? Check out the 24-Hour Nurse Line page on your member website.

Here's what you can do:

- Send us an email.
- Use our symptom checker.
- Learn about treatment options and health risks.
- Research a medicine, and more.

It explains things in terms that are easy to understand. And it's easy to get to — once you're a member, just go to **Aetna.com** and log in.

## Members like you get the information they need

We asked our members what they liked about the 24-Hour Nurse Line.<sup>1</sup> Here's what they said:

- 93 percent felt it helped them better manage their health.
- 96 percent said this program was an important part of their health plan benefits.

## Two ways to get health information fast

1. Call a registered nurse anytime toll-free.
2. Go to **Aetna.com** and log in.

**Get health information — when and where you need it.**  
Just call **1-800-556-1555 (TTY: 711)\***  
or go to **Aetna.com** to log in.

### **THIS IS NOT INSURANCE. THIS IS A PROGRAM AVAILABLE WITH THE MEDICAL PLAN.**

<sup>1</sup>24-Hour Nurse Line Member Satisfaction Survey. October 2017.

\*Ask the relay operator to dial **1-800-556-1555 (TTY: 711)** and select the option to speak to a nurse.

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