

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 24/7SM 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.

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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.