



# All-around support

## 24-Hour Nurse Line\*

Get the health information and care you need

### Talk to a registered nurse anytime

With the 24-Hour Nurse Line, you can speak to a registered nurse about a variety of 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

### Save time, money and a trip to the ER

The 24-Hour Nurse Line can provide valuable information and help you avoid a trip to the emergency room (ER). And that can be a real time *and* money-saver.

Plus, you'll be able to make smarter health decisions because you'll have trusted information — right at your fingertips.



Connect with trusted health information right here.

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

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

You can:

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

## Find health information online, too

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

There, you can:

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

## Easy steps to connect with a nurse

- Go to **Aetna.com** and log in or register.
- Select “Support,” then “Contact Us.”
- Go to “Send Message,” then choose “A health condition” under “Topic.”
- Choose “Request information about a health condition.”
- Add your message and send.

## Members like you get the information they need

We asked our members what they liked about the 24-Hour Nurse Line.\* Here’s what they said:

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

**Get health information —  
when and where you need it.**  
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.**

\*24-Hour Nurse Line Member Satisfaction Survey. October 2020.

\*\*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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