

**FYI**

FOR YOUR INFORMATION

EDUCATE

ENGAGE

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## Connecting you to care

You can speak with a registered nurse 24 hours a day, seven days a week. Whether your question is as simple as how to take an infant's temperature or as complex as learning about a surgical procedure, the registered nurse who responds to your call can provide answers. This confidential service offers peace of mind.

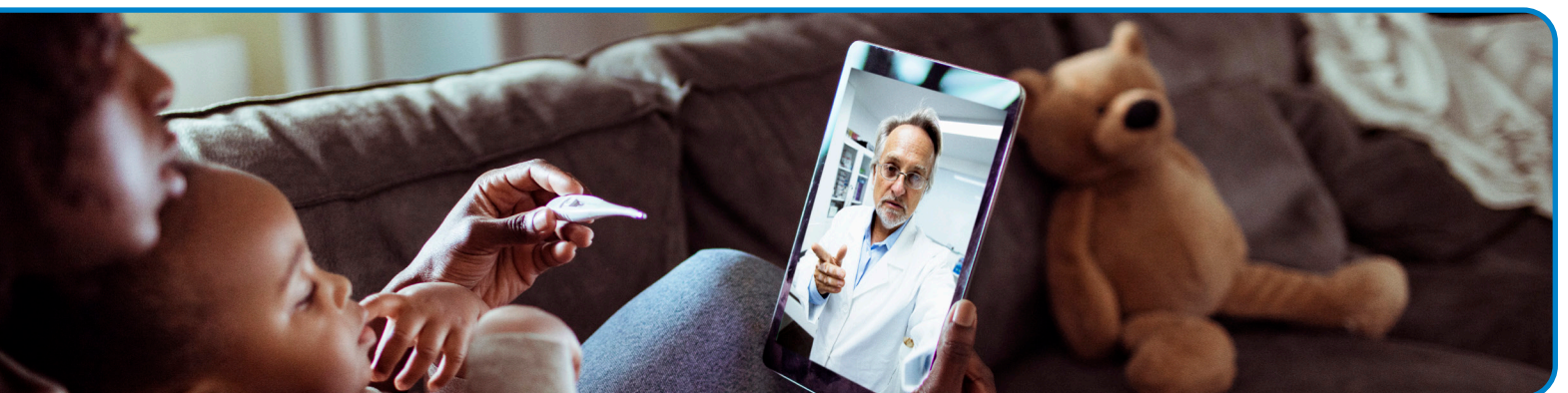
## Advice and more

Call the 24-Hour Nurse Line for help from our registered nurses.

**1-855-624-5214 (TTY: 711)**

- **Health information** — Ask health care questions and discuss your concerns.
- **Symptom management** — Report your symptoms, and ask the nurse to determine the appropriate level of care and medical follow-up needed. The nurse can also provide self-care tips so you can feel better faster.
- **Health decision support** — Ask about treatment options for a condition or disease.

During your call, you can choose the AudioHealth Library® to listen to health information about preventing and managing illnesses. Each audio presentation is two to five minutes long. A nurse can suggest topics appropriate for you.



## Submit your questions online

If you have nonurgent questions about your health, you can submit them securely online. All questions are confidential, and a registered nurse will respond within 24 hours.

1. Go to [bcbsm.com](https://bcbsm.com) and log in as a member. First-time visitors will need to register.
2. Select *Doctors & Hospitals*.
3. Select *Find a Doctor*.
4. Select *24-Hour Nurse Line*.
5. Select *Talk to a Nurse*.
6. Log in to submit your questions.

## For more information

If you have questions about your plan benefits, call BCN Customer Service at **1-800-662-6667 (TTY: 711)**.