



24/7 Nurse call line

**The support you need,
whenever you need it.**

You can contact a nurse by phone anytime - **24 hours a day, seven days a week** with general health questions. Nurses can provide support on the phone or through follow-up educational mailings.

The 24/7 nurse line is a service provided to our members to support their relationship with their healthcare providers. The information provided is intended to help educate members, not to replace the advice of a medical professional. If you are experiencing severe symptoms such as sharp pains, fever, loss of bodily function control, vomiting or any other immediate medical concern, dial 911 or contact a physician directly.

Key features:

- Available 24/7
- Decision making support and education anytime you need it
- Assistance with finding providers
- Nutrition information
- Information regarding medications and diagnoses
- Referrals, as appropriate, into the larger Care Management program for enhanced support by a dedicated care manager



**Ask a Nurse today.
Call 1-877-222-1240 (TTY 711)**

A nonprofit independent licensee of the Blue Cross Blue Shield Association. Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex. Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros. 注意: 如果您说中文, 我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。

Excellus 

Everybody Benefits