What is the 24x7 Nurse Line?

The Meritain Health Nurse Line is available 24 hours a day, 7 days a week for your health-related questions.

You and your family can get more information about your health-related questions and concerns; you can also talk directly with a Registered Nurse (RN), or listen to recorded health topics. The RN can put you in contact with community resources in your area.

How does the 24x7 Nurse Line work?

- **Speak with an RN**
  The 24x7 Nurse Line is staffed by experienced RNs who can answer your questions about a current illness, discuss alternative treatments for health conditions, and help you make healthy lifestyle choices.

- **Use the Health Information Library.**
  Each topic in the Health Information Library is accessed with a four-digit code. You may receive a listing of the codes from your employer or speak with an RN who can direct you to a specific topic. Then, when you enter a code, you will hear a recorded message about the topic you have chosen.

When should I call?

Call the 24x7 Nurse Line any time you have a question. The RNs can answer questions like:

- “It’s 2 a.m. and my son has a high fever and a sore throat. Should I take him to the Emergency Room?”
- “I just sprained my wrist. Should I have an X-ray?”
- “I’ve heard about a new drug for weight loss. Could it help me?”
- “My doctor said I need to have surgery. What are my alternatives?”

Questions? Contact your Meritain Health Dedicated Customer Service team at 1.888.668.6855.