



Your 24x7 Nurse Line Program

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.

Our Commitment to Your Health

Meritain Health is committed to helping you achieve health and wellness in all aspects of your life. Our 24x7 Nurse Line Program is an example of the support we offer when you need immediate advice related to:

- An emergency situation such as a broken bone or head trauma.
- Common illnesses such as colds and flu.
- Replacing unhealthy habits, such as overeating and smoking, with new behaviors, such as a healthy diet or exercise program.

You can also access our telephonic Health Information Library for information leading to a more healthy and happy lifestyle.

Keep this number handy!

Your dedicated
24x7 Nurse Line:

1.888.668.6855
(select option 3)



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