



24/7 Nurseline



BlueCross BlueShield
of Illinois

(800) 299-0274

*Call for answers to your health questions — 24/7**

It's hard to know what to do about certain illnesses or injuries, especially at night or on the weekends.

Should you:

- > Call your doctor?
- > Go to the emergency room?
- > Treat them yourself?

Now, with Blue Care® Connection, you can call the 24/7 Nurseline and get information when you need it, 24 hours a day, 7 days a week.

When should you call?

The 24/7 Nurseline can help when you or a family member has a health problem or question, such as:

- > Asthma, back pain or other chronic conditions
- > Dizziness or severe headaches
- > High fever
- > Constant crying (infants)
- > Cuts or burns
- > Sore throat

The 24/7 Nurseline is staffed by registered nurses who are available 24 hours a day, 7 days a week. In a matter of minutes, they can help you identify some options. Plus, you have the option to learn about more than 1,200 health topics over the phone via an audio library system.

Note: For medical emergencies, call 911 or your local emergency services first.



Blue Care Connection also gives members access to the Personal Health Manager (PHM), an online resource to help you maintain your health. You can complete a health risk assessment, ask a trainer about an exercise plan and much more. Go to Blue Access® for Members at www.bcbsil.com and click on the PHM icon to start.

Call **24/7 Nurseline** at (800) 299-0274

*Note: Program is not available to HMO members.