

# Introducing the HealthAmerica<sup>®</sup> NurseLine

For helpful, 24-hour health care advice. HealthAmerica's NurseLine: **1-866-491-4462**.



**C**all HealthAmerica's NurseLine toll-free, **24 hours a day, seven days a week including holidays**. A registered nurse will help you any time you are sick, injured or have any health care question. You will get immediate answers and help in making the best health care decisions for you.

## Our Nurses Can Help You With:

- Cuts, minor scrapes, burns and bruises.
- Colds, viruses, coughs and flu.
- Dizziness, headaches or sore throats.
- Back pain.
- General illness and physical discomfort.


## When You Call, a Nurse Will:

- Ask you about your symptoms.
- Help you decide if you need to see a doctor or go to the emergency room.
- Offer advice on caring for yourself.

## You Can Also Ask Our Nurses About:

- General health information questions.
- Questions about your medicines.
- The benefits and risks of specific medical procedures or tests.
- Tips to help you develop a healthier lifestyle.
- Making better decisions about your health care using our online tools.

## Easy Access to Answers

Talk with registered nurses 24 hours a day, seven days a week by calling toll-free **1-866-491-4462**. Or, to receive an answer by email, visit the NurseLine link at [www.healthamerica.cvtv.com](http://www.healthamerica.cvtv.com). Registered nurses will respond to your questions within 24 hours securely online via email. 



**We Speak Your Language** Nurses can help you even if you don't speak English. The NurseLine offers translation services in more than 140 languages.

**If you have questions about your health insurance coverage, call the Customer Service number on your ID card.**

This managed care plan may not cover all your health care expenses. Read your contract carefully to determine which health care services are covered. If you have questions, call (800) 788-8445 in central and eastern Pennsylvania, or (800) 735-4404 in western Pennsylvania and Ohio.

This brochure is not a contract. It is intended solely to provide you with an overview of the plan and you should not rely on it when trying to determine whether a service, etc. is covered under your health benefit plan. Complete details of benefits, terms, and exclusions are set forth in the group contract.

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