



# NurseLine: *Help when you need it*

Reliable and confidential health information is just a phone call away - 24 hours a day, 7 days a week.

For informational purposes only. This service should not be used for emergency or urgent care situations. In an emergency, call 911 or go to the nearest emergency room. The Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. The services are not an insurance program and may be discontinued at any time.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc., or their affiliates.

**NurseLine** is your convenient and holistic resource for all the health care questions and needs of you and your loved ones. Coping with health concerns can be time-consuming and complex. With so many choices, it can be hard to know where to look for trusted information and support. This service is designed specifically to help make your health decisions simple and convenient by providing:

- Immediate answers to your health questions anytime, anywhere—24 hours a day, 7 days a week
- Access to registered nurses, whose average tenure as a NurseLine nurse is over 4 years
- Trusted, physician-approved information to guide your health care decisions

The registered nurse who answers your call can help you understand a wide range of symptoms as well as help you decide whether you need to go to the ER or urgent care facility, make an appointment to see your doctor, or if self-care is appropriate. Afterwards, the nurses with **NurseLine** can also help you understand your treatment options and suggest ways to save money on needed prescriptions.

A call to **NurseLine** can also help you stay healthy, with things like nutrition tips, exercise recommendations to help you maintain a healthy weight, or information on health screenings and immunizations. Best of all, **NurseLine** is available at no additional cost to you.

## *Who can use NurseLine?*

Students covered by UnitedHealthcare

**StudentResources'** Injury and Sickness Insurance Plan may have access to **NurseLine** as part of their plan.

## *How do I reach NurseLine?*

The phone number to call for **NurseLine** is located on the front of your insurance ID card.

UnitedHealthcare StudentResources does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

- **ATTENTION:** Language assistance services, free of charge, are available to you. Please call 1-866-260-2723.
- **ATENCIÓN:** Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-866-260-2723.
- **請注意：**如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請致電：1-866-260-2723。

