

# Get help from a nurse any time, day or night.



Health problems can happen any time - after work, late at night, weekends and holidays. If you have a health question or concern, don't wait or worry<sup>1</sup>. Nurse On Call is there when you need help. Best of all, there is no additional cost for members to use this service.

## With Nurse On Call you can get answers to health questions on:



**SYMPTOMS YOU ARE EXPERIENCING**



**CHRONIC CONDITIONS**



**PREVENTIVE CARE**



**MINOR ILLNESSES AND INJURIES**



**MEDICAL TESTS AND MEDICATIONS**



**PREPARING FOR DOCTOR VISITS**

Nurses can help to identify and evaluate symptoms, and provide information to help you to think about your options and decide what's best for you. They can also help you decide where to go for care<sup>1</sup>:

- Primary Care Provider
- Retail Clinic
- Urgent Care
- Emergency Room (ER)

## Chat with a Nurse Online

- Log on to your member portal at [azblue.com/HealthyBlue](http://azblue.com/HealthyBlue)
- Click on **NURSE ON CALL HOME**
- Start a **LIVE CHAT** or ask a question in the **MESSAGE CENTER**

Get help in more than 140 languages (through translation services).

**Ready to speak with a nurse? CALL 1-866-422-2729**  
AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK



An Independent Licensee of the Blue Cross and Blue Shield Association

Nurse On Call is available to eligible members. Members under age 18 must obtain parental consent prior to using the services. Services and treatment options presented may not be covered under your Blue Cross Blue Shield of Arizona (BCBSAZ) benefit plan. Please review your benefits or contact BCBSAZ at (602) 864-4400 or 1 (800) 232-2345 prior to receiving non-emergent services BCBSAZ contracts with a third party to administer certain HealthyBlue services

<sup>1</sup> If you are experiencing a medical emergency call 911.

Blue Cross Blue Shield of Arizona (BCBSAZ) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de BCBSAZ, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 602-864-4884. Dii kwe'é atah niniigii Blue Cross Blue Shield of Arizona haada yil' éego bina'idikidgo éi doodago Háida bjiá onilyeedigii t' áadoolé' é yina'idikidgo beehaz' áanii hólo dii t' áa hazaadk' ehji háká a' doowoigo beehaz' q doo baqñ ilinígóó. Ata' haine'igii koj' bich'i' hodilinih 1-877-475-4799.