

Care when you need us

24-Hour Nurse Line

Talk to a registered nurse anytime

With the 24-Hour Nurse Line, you can speak to a registered nurse — whenever you need to.*

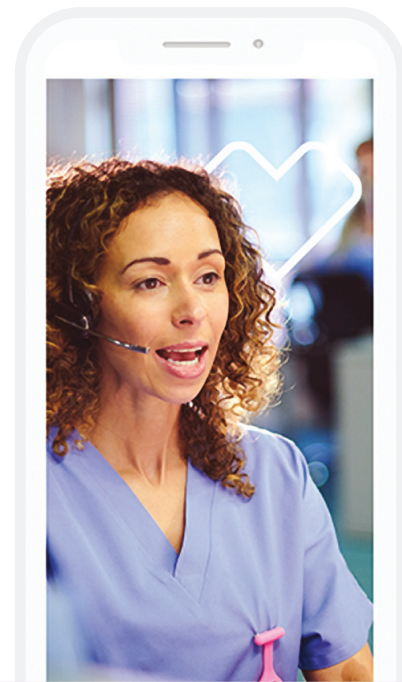
Plus —

- It's toll-free.
- You can call as many times as you need, at no extra cost.
- Your covered family members can use it, too.

You could save time, money and a trip to the ER

The 24-Hour Nurse Line can possibly prevent an unneeded trip to the emergency room (ER). That can be a money-saver.

Plus, you'll be able to make smarter health decisions. You'll have reliable information you can trust — and it's only a phone call or click away.



Get health information — when and where you need it. Put the 24-Hour Nurse Line to work for you.

*While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line nurses can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.

In Idaho, health benefits and health insurance plans are offered and/or underwritten by Aetna Health of Utah Inc. and Aetna Life Insurance Company (Aetna). For all other states, health benefits and health insurance plans are offered, administered and/or underwritten by Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company, Aetna HealthAssurance Pennsylvania Inc. and/or Aetna Life Insurance Company. In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Utah and Wyoming, by Aetna Health of Utah Inc. and Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.

Two ways to connect



Call a registered nurse anytime, toll-free

As a member, you can:

- Get information on a wide range of health and wellness topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor
- Receive emails with links to videos that relate to your question or topic



Visit your Aetna® member website

Go to **Aetna.com** to create an account and log in to your member website to visit our 24-Hour Nurse Line page online. Here's what you can do:

- Send us an email
- Use our symptom checker
- Learn about treatment options and health risks
- Research a medicine, and more

What our members are saying

We asked our members what they liked about the 24-Hour Nurse Line.¹ Here's what they said:

93% felt it helped them better manage their health.

92% said it was an important part of their health plan benefits.

THIS IS NOT INSURANCE. THIS IS A PROGRAM AVAILABLE WITH THE MEDICAL PLAN.

¹24-Hour Nurse Line Member Satisfaction Survey. October 2017.

This material is for information only. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Health benefits and health insurance plans contain exclusions and limitations. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Information is believed to be accurate as of the production date; however, it is subject to change. Refer to **Aetna.com** for more information about Aetna® plans.

Visit **[Aetna.com/individuals-families/member-rights-resources/rights/disclosure-information.html](https://www.aetna.com/individuals-families/member-rights-resources/rights/disclosure-information.html)** to view or print your medical, dental or vision plan disclosures. Here, you can also find state requirements and information on the Women's Health and Cancer Rights Act.

Policy forms issued in Oklahoma include: HC COC00010, AL COC00010.

Policy forms issued in Idaho by Aetna Health of Utah Inc. include: HI ID HGrpAg 05, HI SG HGrpAg 03.

Policy forms issued in Idaho by Aetna Life Insurance Company include: GR-29/GR-29N, AL HGrpPol 05, AL SG HGrpPol 03.

Policy forms issued in Missouri include: AL HGrpPol 01R5, HI HGrpAg 05, HO HGrpPol 04, AL SG GrpPolAmend 2019 01, HI SG GrpAgAmend 2019 01.

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