All-around support

24-Hour Nurse Line*
Get the health information and care you need

Talk to a registered nurse anytime
With the 24-Hour Nurse Line, you can speak to a registered nurse about a variety of health issues — 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

Save time, money and a trip to the ER
The 24-Hour Nurse Line can provide valuable information and help you avoid a trip to the emergency room (ER). And that can be a real time and money-saver.

Plus, you’ll be able to make smarter health decisions because you’ll have trusted information — right at your fingertips.

*While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line nurses can provide information on a variety of health topics. Contact your doctor first with any questions or concerns regarding your health care needs.
More reasons to use the 24-Hour Nurse Line

You can:
• Get information on a wide range of health and wellness topics
• Find out more about a medical test or procedure
• Get help preparing for a doctor visit
• Receive emails with links to videos that relate to your question or topic

Find health information online, too

Prefer to go online for information? Check out the 24-Hour Nurse Line page on your member website. There, you can:
• Send us an email
• Use our symptom checker
• Learn about treatment options and health risks
• Research a medicine, and more

Easy steps to connect with a nurse

• Go to Aetna.com and log in or register.
• Select “Support,” then “Contact Us.”
• Go to “Send Message,” then choose “A health condition” under “Topic.”
• Choose “Request information about a health condition.”
• Add your message and send.

Members like you get the information they need

We asked our members what they liked about the 24-Hour Nurse Line.* Here’s what they said:
• 93% felt it helped them better manage their health
• 96% said this program was an important part of their health plan benefits

Get health information — when and where you need it.
Call 1-800-556-1555 (TTY: 711)** or go to Aetna.com to log in.

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

**Ask the relay operator to dial 1-800-556-1555 (TTY: 711) and select the option to speak to a nurse.

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This service may not be available to residents of Puerto Rico.