



NurseLineSM services

When you have a health concern, it can be difficult and time-consuming to find the information you need. NurseLine services can help you make smart health care decisions with immediate telephone access to experienced registered nurses.

Take charge of your health

One toll-free number connects you with a registered nurse who can assist you and your family with a wide range of health care questions and concerns. Get trusted information and support any time — 24 hours a day, seven days a week.

NurseLine services also give you access to an audio health information library. Choose from more than 1,100 health and well-being topics, with 600 messages available in Spanish. Services are available to translate 140 languages and for callers with hearing impairments.

Experienced professionals

NurseLine nurses have an average of 15 years clinical nursing experience. They are an excellent resource when you need help choosing care, managing a chronic condition, understanding treatment options and more.

"My baby has a temperature of 102 degrees. It's midnight. What do I do?"

"I have diabetes. How can I manage my condition and stay healthy?"

"I've been diagnosed with breast cancer. How do I know what treatment option is right for me?"

Current health information

NurseLine nurses provide reliable information based on the latest medical and professional guidelines. So, think of NurseLine services as your one-stop resource for making smart health care decisions every day.

To talk with a NurseLine nurse, call the Customer Care number on the back of your member ID card, or visit myuhc.com[®].

To access NurseLine, call **1-800-401-7396**.

NurseLine services can help you:

- Find a doctor or hospital.
- Understand treatment options.
- Ask medication questions.
- Choose appropriate medical care.
- Locate available resources.
- We can help you find a doctor or specialist, and check if a doctor is in your network and available. We may even be able to make the appointment for you.



healthy **COLUMBUS**
CITY EMPLOYEE WELLNESS PROGRAM

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A UnitedHealth Group Company

The NurseLineSM service cannot diagnose problems or recommend specific treatment. The information provided through the NurseLine service is not a substitute for your doctor's care. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Insurance Company, United HealthCare Services, Inc. or their affiliates.



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