

Make Health Happen

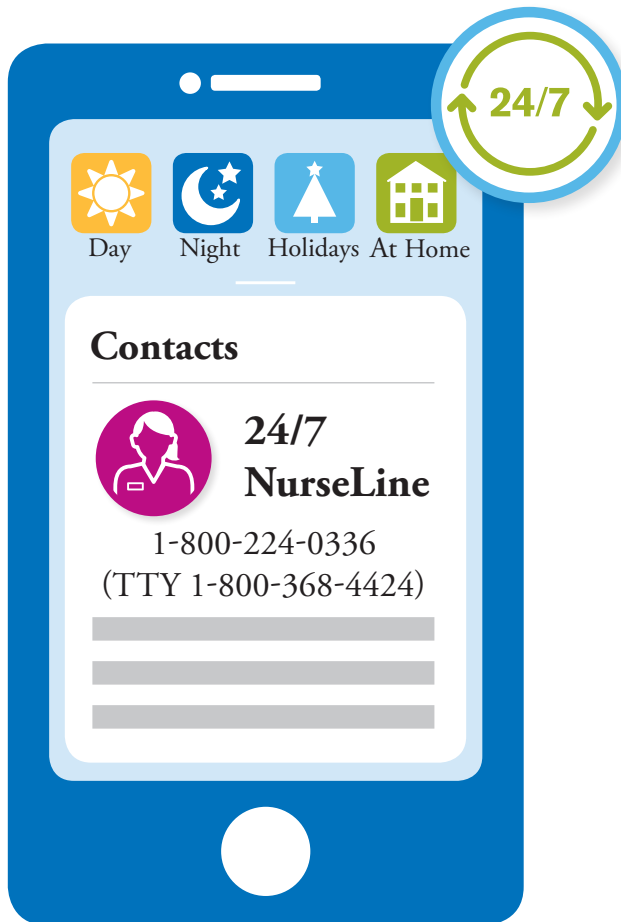
Health Tips

24/7
NurseLine

1-800-224-0336
(TTY 1-800-368-4424)

Get quick answers to health questions

You can get help from an experienced nurse in more than 150 languages and there's never any cost to you.



How can the 24/7 NurseLine help me?

Nurses at the 24/7 NurseLine are there 24 hours a day. They'll answer when you can't reach your primary care provider (PCP). When you're not sure if it's an emergency, they can help you figure out what to do or where to go. They can also answer questions about:

- Your prescriptions or over-the-counter medications.
- Your health or your child's health.
- Immunizations, or "shots."
- Getting relief from things like headaches, earaches or allergies.
- Health concerns you may be too afraid or shy to talk to your PCP about.

I don't feel well. Should I call the 24/7 NurseLine?

Call your PCP first. They know more about you and your health. They can tell you if you need to go to the office, or what you can do to feel better. When you can't reach your PCP, a nurse can tell you what to do to feel better, or let you know if you need to go to the emergency room.

What questions do you have for a nurse?

You can write them down here:

1. _____
2. _____
3. _____



Customer Care Center:

Please call the number on your member ID card.

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www.anthem.com/ca/medi-cal

ACA-MEM-1020-18

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What should I know before I call the 24/7 NurseLine?

When you call the 24/7 NurseLine, have your member ID card in hand. If you're calling for someone else, have their card out. The nurse will ask you for some information to help you get the advice you need faster.

What's an emergency?

When you or a loved one gets very sick or hurt badly, it's an emergency. It means if you don't see a doctor right away, you could have serious or long-term damage to your body or you could die. It's also an emergency if a pregnant woman gets very sick or hurt so badly it could harm her unborn baby.

EMERGENCY

If you have a life-threatening illness or injury, go to the emergency room or call 911 for help.

If you have:

- Trouble breathing
- Chest pains
- Loss of consciousness
- Bad bleeding that won't stop
- Very bad burns
- Shaking, also called convulsions or seizures



Is your child **SICK?**

If you can, take their temperature before you call. The nurse will ask you for it.

My child's temperature is _____ degrees.
I took their temperature
at ____:____ a.m./p.m.

Do you need help with your health care, talking with us or reading what we send you? We provide our materials in other languages and formats, including Braille, large print and audio at no cost to you. Call us toll free at 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letras grandes y audio sin costo para usted. Llámenos a la línea gratuita al 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

您在醫療保健、向我們諮詢、或是閱讀我們寄給您的資料時有需要任何的幫助嗎？我們以其他語言和格式提供我們的資料，包括點字、大型字體印刷和音訊格式，您無需支付任何費用。請撥打免費電話1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal)。