

### *Nurse Advice Line*

The Nurse Advice Line assists members in obtaining primary care and is available 24 hours a day. The program offers services in conjunction with the PCP's services and does not replace the PCP's instruction, assessment and advice.

According to community access-to-care standards, all PCPs must provide 24-hour telephone service for urgent and emergency instructions, medical condition assessment and advice. The program allows registered nurses (RNs) and other applicable licensed health care professionals to assess a member's medical condition and, through conversation with the caller, take further action, provide

instructions on home-care techniques, and offer general health information. AxisPoint Health provides the Nurse Advice Line telephone triage and screening program activities, which use standard triage protocols written and reviewed by physicians.

The Nurse Advice Line services are provided in a timely manner appropriate for the member's condition, and the triage or screening wait time does not exceed 30 minutes. Physicians may direct members to contact the Nurse Advice Line through the CalViva Health Medi-Cal Member Services Department at 1-888-893-1569 or the number found on the back of the member's medical card.

