



7
DAYS
A WEEK

24-Hour Nurse Line Care My Way

SecurityHealth PlanSM

Promises kept, plain and simple.

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Your child has a 103-degree fever. Is her condition serious enough to go to the emergency room? Should you make a doctor's appointment for the next day? What steps can you take to help her? Let our *24-hour Nurse Line* and *Care My Way* program answer these questions for you.




24-hour Nurse Line

Our 24-hour Nurse Line, available 7 days a week including holidays, connects you with a registered nurse who can help answer any of your health care questions for free.

Simply call 1-800-549-3174 or TTY 1-800-947-3529 if you're hearing or speech impaired. Here's what you can expect when you call the Nurse Line:

- A registered nurse will ask you about your health problem.
- If your child's symptoms are serious, the nurse will recommend that you visit a physician, urgent care or the emergency department. In the event of a severe emergency, you will be instructed to call 911 or your local emergency number.
- If your symptoms are not serious, the nurse can give you instructions for care at home.



And, we're introducing a new service to our *24-hour Nurse Line* called *Care My Way*. This service can save you time or even a trip to the doctor's office.

If you or your child has symptoms related to a common ailment such as pink eye or a sinus infection when you call the Nurse Line, you could be referred to a nurse practitioner through our **Care My Way** program. The nurse practitioner can offer a diagnosis, sound advice, and even a prescription if you need one, all without an appointment.

Care My Way is available from 7 a.m. to 9 p.m. 7 days a week. Depending on your coverage, there might be a cost to you. However, in most cases, the cost is less than what you'd pay for a doctor's office visit.

These convenient services are available to all Security Health Plan members as a benefit of your coverage. What questions can we answer for you today? Call us at **1-800-549-3174**.