

Informed Health[®] Line

A 24-hour information line for your health questions

Talk to a registered nurse anytime

With the Informed Health Line, you can speak to a registered nurse about health issues that are on your mind — 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.

You could save time, money and a trip to the ER

You can turn to the Informed Health Line for helpful information — instead of an unneeded trip to the emergency room (ER). That can be a money-saver.

Plus, you'll be able to make smarter health decisions. You'll have reliable information you can trust — and it's only a phone call or click away.

*While only your doctor can diagnose, prescribe or give medical advice, the Informed Health Line nurses can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.



We're **listening**



More reasons to use the Informed Health Line

You can:

- Get information on a wide range of health and wellness topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor
- Receive emails with links to videos that relate to your question or topic

Your online source for health information

Prefer to go online for health information? Check out the Informed Health Line page on your member website.

Here's what you can do:

- Send us an email.
- Use our symptom checker.
- Learn about treatment options and health risks.
- Research a medicine, and more.

It explains things in terms that are easy to understand. And it's easy to get to — once you're a member, just log in at sutterhealthaetna.com.

Members like you get the information they need

We asked our members what they liked about the Informed Health Line.¹ Here's what they said:

- 93 percent felt it helped them better manage their health.
- 96 percent said this program was an important part of their health plan benefits.

Two ways to get health information fast

1. Call a registered nurse anytime, toll-free.
2. Visit your member website at sutterhealthaetna.com.

Get health information — when and where you need it. Put the Informed Health Line to work for you.

THIS IS A PROGRAM AVAILABLE WITH THE MEDICAL PLAN.

¹Informed Health Line Member Satisfaction Survey. October 2015.

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