



# NurseHelp 24/7

Immediate answers to your health questions

Should I go see my doctor about my earache? Do I need to go to the ER for my swollen ankle, or can I wait until the morning and see my doctor? As a Blue Shield of California plan member, you have a registered nurse as close as your phone, day or night.

Call NurseHelp 24/7<sup>SM</sup> toll-free at **(877) 304-0504 [TTY: 711]** and talk with a registered nurse anytime you have health-related questions. This phone number is on your Blue Shield member ID card for easy reference.

Or you can chat with a registered nurse online if you prefer. Use your Blue Shield login at [blueshieldca.com/nursehelp](https://blueshieldca.com/nursehelp) to access one-on-one support in a secure environment.

With NurseHelp 24/7, experienced nurses can help you figure out how you can care for yourself, evaluate treatment options, and help you decide whether to see a doctor.

NurseHelp 24/7 is available to you and your family at no extra charge.\* So, if it's 3 a.m. and your toddler has a fever, you can call NurseHelp 24/7 for tips on how to help them.

Use NurseHelp 24/7 for reliable information about:



Minor illnesses and injuries



Chronic conditions



Medical tests and medications



Preventive care

It's like having a trusted nurse in your home whenever you need one.

Call **(877) 304-0504 [TTY: 711]** to talk to a nurse, day or night, or visit [blueshieldca.com/nursehelp](https://blueshieldca.com/nursehelp) for an online chat option.

You can see all your care options in one place at [blueshieldca.com/care](https://blueshieldca.com/care).

**If you believe you need emergency care, call 911 or go directly to the nearest emergency room.**

\* Calls to NurseHelp 24/7 are welcome for Blue Shield members or their covered dependents. Some or all services may not be available to members living outside California or to self-funded (ASO) groups. Please check with your benefits administrator.