

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 24/7SM 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** 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 cost to you.* 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 medicines



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. You can also visit **blueshieldca.com/nursehelp** for an online chat option.

See all your care options in one place at **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.

NurseHelp 24/7 is a service mark of Blue Shield of California. NurseHelp 24/7 is a healthcare advice line. Nurses do not provide medical services for treatment or diagnosis.

Language Assistance Notice

For assistance in English at no cost, call the toll-free number on your ID card. You can get this document translated and in other formats, such as large print, braille, and/or audio, also at no cost. Para obtener ayuda en español sin costo, llame al número de teléfono gratis que aparece en su tarjeta de identificación. También puede obtener gratis este documento en otro idioma y en otros formatos, tales como letra grande, braille y/o audio. 如欲免費獲取中文協助，請撥打您 ID 卡上的免費電話號碼。您也可免費獲得此文件的譯文或其他格式版本，例如：大字版、盲文版和/或音訊版。

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