

## EXPERIENCED NURSES – COMPREHENSIVE SUPPORT

When you contact BCBSAZ's Nurse On Call, you'll be speaking with experienced registered nurses with an average of 15 years clinical experience.

What's more, nurses have the Healthwise® Knowledgebase at their fingertips with information on more than 4,000 health topics. Nurses can research diagnosed conditions, medical tests, medications and treatment options.

## 24/7 HEALTH INFORMATION

Staying healthy is a priority for all of us. Unfortunately, sometimes health problems can happen at the most inconvenient times – such as after work, late at night or on the weekend.

BCBSAZ is contracted with Alere, a health enhancement company, that provides eligible members access to registered nurses any time, day or night.

Best of all, this service is available to BCBSAZ members at no additional out-of-pocket cost.

If you have a health question or concern, don't wait or worry. Nurse On Call is here when you need support.

## HEALTH SUPPORT ONLINE, ANY TIME

Find Nurse On Call on BlueNet, BCBSAZ's Web site for BCBSAZ members, complete with resources that make it easy to find the health information you need, when you need it.

## NURSE ON CALL AT-A-GLANCE

- Ask A Nurse (e-mail)
- Up-to-date health news
- Online health videos
- Healthwise database in English and Spanish
- Interactive health guides
- Symptom guide
- Common conditions guide

Registration for BlueNet is fast, easy and best of all, available at no additional out-of-pocket cost for BCBSAZ members. Learn more.

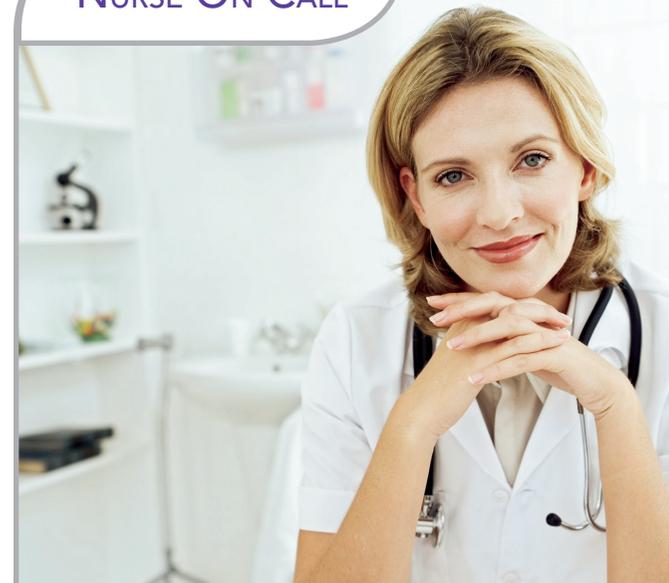
## Nurse On Call

Reliable health information any time,  
day or night.

Call: (866) 4BCBSAZ (866-422-2729)

Click: [azblue.com/NurseOnCall](http://azblue.com/NurseOnCall)

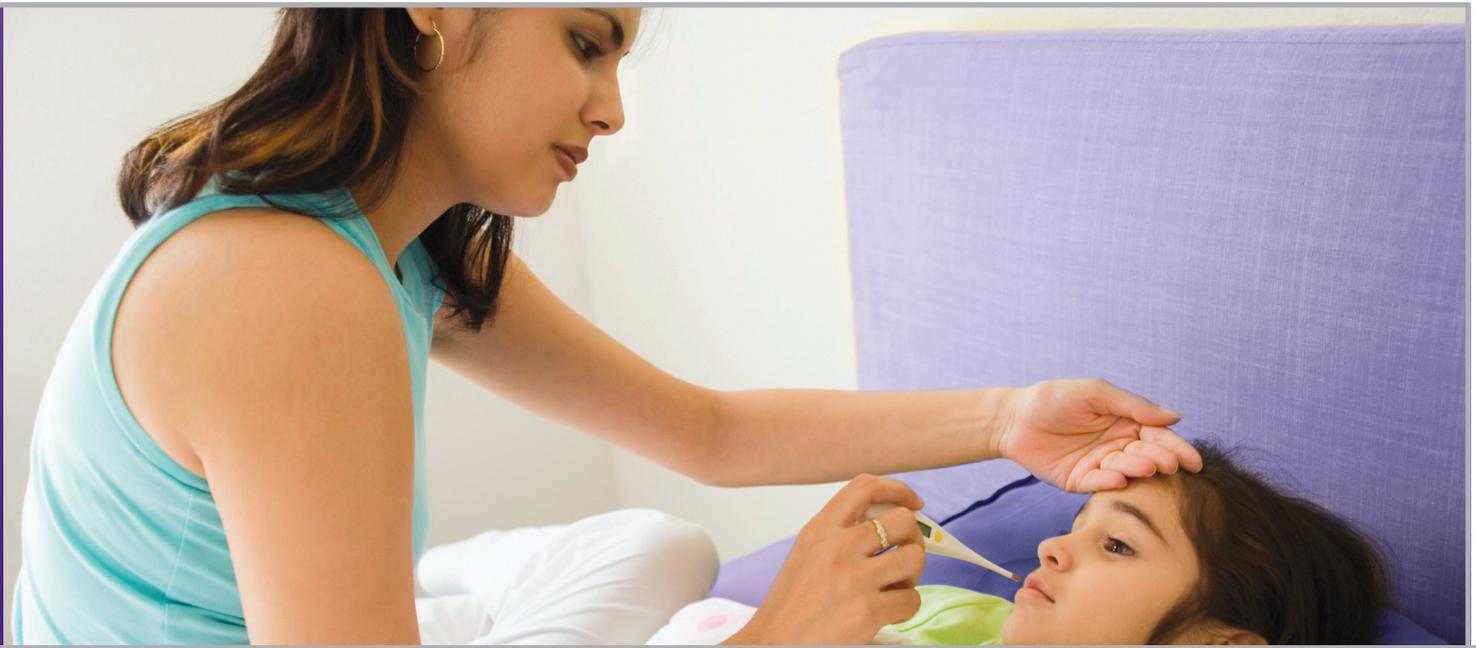
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The help you need  
to make decisions  
about your health.



NURSE ON CALL

#### PERSONAL ASSISTANCE & PEACE OF MIND

Sometimes health concerns can take their toll – physically and mentally. That's where Blue Cross Blue Shield of Arizona's (BCBSAZ) Nurse On Call comes in. Experienced registered nurses are standing by 24 hours a day, seven days a week to answer your questions in English and Spanish and help you take appropriate actions for your care. So whether you need information on a general health topic or assistance with a more urgent issue, Nurse On Call can offer you help – and that can mean more peace of mind.



#### REACHING US IS EASY – CALL OR CLICK FOR HEALTH SUPPORT

BCBSAZ's Nurse On Call is here when you need help. You can call any time, or ask one of the nurses a health question right from the BlueNet member portal and get answers sent to you via e-mail. If your question requires more immediate assistance, be sure to contact Nurse On Call by phone.

#### CALL: HEALTH SUPPORT BY PHONE, WHEN YOU NEED IT

When you call, you will be asked to answer a series of questions about your condition, including the nature of the problem, allergic reactions and use of medications. Nurses then identify and evaluate symptoms, make an assessment, provide you information to help you make an informed decision and recommend next steps.

#### CLICK: HEALTH SUPPORT ONLINE, ANY TIME

You'll find the Ask a Nurse feature, access to the searchable Healthwise® database, health news, interactive tools and more right online with Nurse On Call on BlueNet<sup>SM</sup>. BlueNet is BCBSAZ's Web site for BCBSAZ members complete with resources that make it easy to find the health information you need, when you need it. Go to [azblue.com/NurseOnCall](http://azblue.com/NurseOnCall) to register or login to BlueNet to access Nurse On Call online.

#### NURSE ON CALL – PART OF HEALTHYBLUE

Nurse On Call is a part of HealthyBlue®, BCBSAZ's integrated program of tools, services and resources. HealthyBlue is devoted to providing BCBSAZ members health and wellness program that support a healthy lifestyle.

Learn more about all the HealthyBlue options that are available to you, including Nurse On Call, at [azblue.com/HealthyBlue](http://azblue.com/HealthyBlue).

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Click: [azblue.com/NurseOnCall](http://azblue.com/NurseOnCall)



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**HealthyBlue®**