

Reliable health information is a phone call away.

An around-the-clock service that offers special attention to your family's health and well-being. Because your peace of mind is important to us.



Call Now!
1-888-993-7120



Nurse Advice Line

for Large Groups

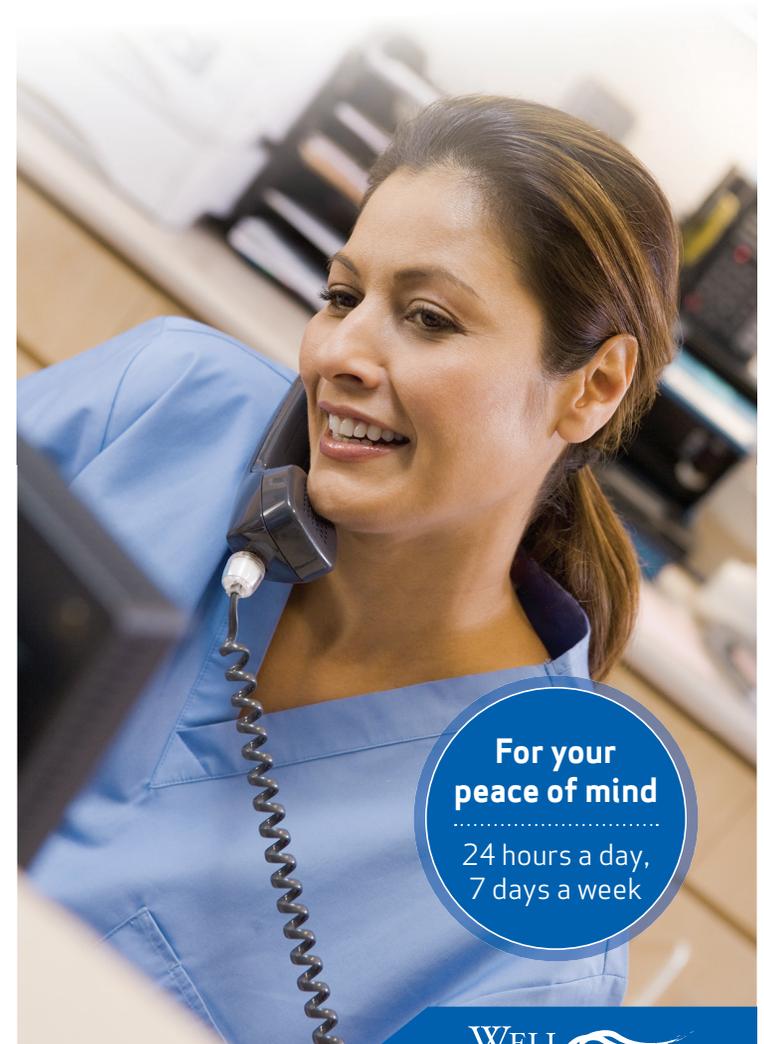
1-888-993-7120

For access to health information online, visit bcidaho.com

WELL CONNECTEDSM
A healthier you starts here

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For your peace of mind

24 hours a day,
7 days a week

WELL CONNECTEDSM

Form No. 3-237LG (09-14)

It's simple – just call
the toll-free number!

1-888-993-7120

Now you can talk to a Registered Nurse any time, day or night, to help you make informed decisions about your family's health. Nurse Advice Line can give you peace of mind and help when you:

- Wonder whether you need to make an appointment.
- Need information about medications, medical tests, or procedures.
- Want to learn how to take care of a new or chronic condition.
- Want to find ways to talk more effectively with your healthcare provider.
- Have questions about how you or your family can stay healthy.

You can also access a nurse through "live chat" on your computer or tablet. Please note, you can only discuss general health information and not specific symptoms through live chat.



Login to **bcidaho.com**
to access the live chat link
on your member home page.

Asking Questions

Staying healthy starts by asking questions and getting up-to-date information. When you need answers, Nurse Advice Line is there for you. No question is too simple or too complex. Our Registered Nurses can answer questions such as:

"I just got back from a camping trip and noticed a weird bull's eye rash on my leg. Should I be worried?"

"My child has a cough and a cold. What can I do to help her feel better? When should I take her in for an appointment?"

"I recently traveled overseas. Now I have a cough. Could it be SARS?"

"My mother had high blood pressure. Does it run in families? How would I know if I have it?"

Nurse Advice Line provides the most current information to help you make the most important decisions.

Complex Decisions

Some health problems are more complicated than others. Our nurses offer personal support. They can help you understand risk factors and treatment options. They work with you so that you and your healthcare provider can make the best decisions for your lifestyle.

"I have just been diagnosed with breast cancer. There are many treatment options. How do I figure out which is best for me?"

"I was told I need a liver biopsy. What will this involve? Do I have to go to the

hospital? Will I be able to drive myself home afterwards?"

"My father was just prescribed a new medication and now he's feeling dizzy. Could that be a side effect?"

Research shows that patients who are more informed make better decisions and have better results.

Your Healthcare Provider

Nurse Advice Line can help make it easier for you to talk with your healthcare provider. If you are looking for a specific type of provider, we can help you decide what's most important when choosing. Our nurses can also help you understand your provider's instructions or develop a list of questions to ask:

"I just received a prescription for a new medication, but I'm not sure what it's for."

"I just found out I'm pregnant. Do I need to see a specialist, or can I keep going to my regular doctor? What other options do I have?"

"I was just told I have hypertension. Isn't that the same as high blood pressure? Is there anything else I can do in addition to taking my medication?"

Reliable health information is just a phone call away, 24 hours a day, 7 days a week.

Please Note: Nurse Advice Line is not a substitute for medical attention. Our Registered Nurses cannot provide diagnoses or treatment. If you have an emergency medical condition, please call 911 or your local emergency medical services number.