



Call Anytime!
1-866-448-1682



What is 24/7 Nurse Line?

The 24/7 Nurse Line helps you find answers to your questions about health care.

You and your family can get free and private health information over the phone. This service is available to you 24 hours a day, 7 days a week. You can listen to recorded health topics or talk to a nurse. The nurse can also put you in contact with community resources in your area.

We're here for you — *24 hours a day, 7 days a week*—to answer any questions you have about you or your family's health.

BEST Life
BEST Life and Health Insurance Company

Your
24/7 Nurse
Line
Program



*24/7 answers to your
health care questions*

Answers to the Most Frequently Asked Questions

What are my 24/7 Nurse Line options?

When you have a question about health care, call the toll-free phone number. You can call anytime, 24 hours a day.

When you call, you will have three choices:

- You can talk to a nurse. Our nurses listen to your questions and help you decide the best approach to your health care.
- You can get general information about health topics. There are more than 2,200 different topics to choose from.
- You can ask about available health care resources.



When should I call?

You can call the 24/7 Nurse Line anytime you have a question.

The nurses can answer questions like:



- *“It’s 2 a.m. and my son has a high fever and a sore throat. Should I take him to see a doctor?”*
- *“I just sprained my wrist. Should I have an X-ray?”*
- *“I’ve heard about a new drug for weight loss. Could it help me?”*
- *“My doctor said I need to have surgery. What are my alternatives?”*

How does the 24/7 Nurse Line work?

Speaking with a live nurse

When you call the toll-free number, you may choose to speak with a nurse to discuss current illness or health issues. You may also discuss treatments, lifestyle choices and self-care strategies with the nurse.

Using the Health Information Library

If you would like additional information on topics such as vaccinations, managing a chronic condition, choosing a doctor, or beginning an exercise program, a nurse will connect you to the Health Information Library. You may also request to have additional information sent to you.

A nurse is waiting to answer your questions right now!