



All-around support

24-Hour Nurse Line*



Give your employees access to the health information and care they need

Talk to a registered nurse anytime

With the 24-Hour Nurse Line, employees can speak to a registered nurse about a variety of health issues — whenever they need to. Plus:

- It's toll-free
- They can call as many times as needed — at no extra cost
- Their covered family members can use it, too

Save time, money and a trip to the ER

The 24-Hour Nurse Line can provide valuable information and help employees avoid a trip to the emergency room (ER). And that can be a real time *and* money-saver.

Plus, they'll be able to make smarter health decisions based on trusted information — right at their fingertips.

*While only a doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line nurses can provide information on a variety of health topics. Employees should contact their doctor first with any questions or concerns regarding their health care needs.

[Aetna.com](https://www.aetna.com)

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More reasons to use the 24-Hour Nurse Line

Your employees can:

- Get information on a wide range of health and wellness topics
- Find out more about medical tests or procedures
- Get help preparing for doctor visits
- Receive emails with links to videos that relate to specific questions or topics

Find health information online, too

Do your employees prefer to go online for information? If so, they can check out the 24-Hour Nurse Line page on their member website.

There, they can:

- Send us an email
- Use our symptom checker
- Learn about treatment options and health risks
- Research medicine, and more

Support informed health decisions at work

We want to make it easy for you to encourage employees to use the 24-Hour Nurse Line for most health questions. So, we'll give you the information and materials you'll need to effectively promote it.

Or, for a small fee, we'll promote it directly to your employees with:

- An announcement letter for new members
- Quarterly reports and postcard reminders
- Quarterly e-cards (a more eco-friendly option)

Here's what our members are saying

We asked our members what they liked about the 24-Hour Nurse Line. Here's what they said:

- 90% felt it helped them better manage their health*
- 92% said this program was an important part of their health plan benefits*

Give your employees access to health information — when and where they need it. Your employees just call **[1-800-556-1555 \(TTY: 711\)](tel:1-800-556-1555)** or go to **[Aetna.com](https://www.aetna.com)** to log in.

THIS IS NOT INSURANCE. THIS IS A PROGRAM AVAILABLE WITH THE MEDICAL PLAN.

*24-Hour Nurse Line Member Satisfaction Survey. 2022.

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