

NurseLine

The Optum® NurseLine service is one more way UnitedHealthcare connects members to the health information they need.

Optum® NurseLine is available 24 hours every day for you and your family. With a toll-free call, you'll reach a nurse who can give you information to assist you with health problems.

Call Optum® NurseLine Services with your questions:

TennCare Members 1-866-263-9168. TTY/TDD (Hearing Impaired) 1-800-855-2880

Getting the best health care begins with asking questions and understanding the answers. NurseLine can help you do that.

Choosing how to treat your illness

If you or a family member is sick, NurseLine can help you decide what to do. Nurses support you when you're faced with problems such as these:

- "I've just been told my child has asthma. Will he be able to run and play like other kids?"
- "The doctor says I have prostate cancer. Tell me what to expect."
- "I have pain in my lower back. What causes it, and what can be done about it?"

Optum® NurseLine wants to help you learn all you can about the health problems you face. The nurses can give you information about your possible risks and choices. They can help you avoid trips to the emergency room or guide you to help if needed.

Help with self-care

Some health care problems may seem small, yet it is often hard to know what to do. The problems could be like these:

- "My baby keeps rubbing her ear and crying. She feels so hot, and I'm getting worried."
- "I was stung by a bee. How should I pull the stinger out?"
- "I get one cold after another. What can I do to prevent this?"

The Optum® nurses can provide information to help you take care of a small problem at home, and they can guide you to outside help when needed. (They cannot diagnose problems or suggest specific treatment. Nor are they a substitute for your doctor's care.) They can also help you understand the tests, medicines, dietary plans, or treatment options that your doctor advises.

A call to your doctor

Before you call or visit your doctor, call Optum® NurseLine. The nurses can help you plan questions for your doctor. You'll be better prepared to ask the right questions.

Call Optum® NurseLine 24 hours a day. Call Optum® NurseLine when your doctor's office is closed. Call when you're out of town on business or vacation. Day or night, seven days a week, Optum NurseLine is available to you.