



NurseLineSM

1-877-440-9407, TTY 711. 24 hours a day, 7 days a week.

NurseLineSM is one more way UnitedHealthcare connects you to the health information you need. As a TennCare member, NurseLineSM 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.

Get Answers to Your Questions:

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

Choose How to Treat Your Illness:

If you or a family member is sick, NurseLineSM 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?"

NurseLineSM 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.

Get Guidance to Outside Help When Needed:

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 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.



Be Prepared for Your Visit or Call with Your Doctor:

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

You can call NurseLineSM when your doctor's office is closed or when you're out of town on business or vacation. **Day or night, seven days a week, NurseLineSM is available to you.**