

# 24/7 NurseLine

## Always here for your employees – any time, any place

Health concerns don't take vacations or happen only when "the doctor is in." They happen at all hours, during vacations, even during business travel. Sometimes it isn't always clear whether a problem needs medical care. And if it does, choosing the right level of care can be confusing.

**24/7 NurseLine** gives your employees access to qualified registered nurses anytime. Our nurses help members by answering questions about their health concerns. Whether it's a question about allergies, earaches, types of preventive care or any other topic, answers and support are always there.

Choosing the right level of care can save members time and money, giving them access to the best possible care. The 24/7 NurseLine can help members decide if emergency or urgent care is more appropriate if their doctor isn't available. And 84% of our members agree that 24/7 NurseLine is a trusted resource.<sup>1</sup>

## AudioHealth Library

Not everyone wants to talk about their health concerns with someone else. Some people just want to get more information on a health topic. That's why we provide the AudioHealth Library, with more than 300 helpful prerecorded health topics in English and Spanish. It's accessible by phone and, like the 24/7 NurseLine, it's always available.

## 24/7 NurseLine strives to:

- Help lower health care costs by providing members with health information to help them decide which level of care they may need. Members who use our 24/7 NurseLine are 50% less likely to go to the ER for non-emergency cases.<sup>2</sup>
- Help increase members' satisfaction with their health care plan. Of members surveyed, 85% would recommend 24/7 NurseLine to others.<sup>1</sup>



<sup>1</sup> 2010 WellPoint Member Satisfaction Survey

<sup>2</sup> Anthem Health and Wellness Solutions Internal data, Jan. - Dec. 2008

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