

## Submit your questions online

Do you have a nonurgent question about your health? You can securely submit your questions online. All questions are confidential and a nurse will respond to you within 24 hours. Here's how:

1. Go to **bcbsm.com** and log in as a member.
2. Click *Contact Us* in the upper right corner.
3. Click *Visit our partner website to chat with a nurse* under the *24-Hour Nurse Line* heading on the right side of the page.
4. Log in. First-time visitors will need to register.
5. Submit your question.



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[bcbsm.com](http://bcbsm.com)

## 24-Hour Nurse Line

Get your health  
questions answered



Blue Cross®  
HEALTH & WELLNESS

## You never want to gamble with your health.

So, if you're unsure about a medical issue or treatment plan, call the Blue Cross® Health & Wellness 24-Hour Nurse Line at 1-800-775-BLUE (2583).

### Peace of mind: 24 hours a day

Registered nurses are available 24 hours a day, seven days a week. They'll help you determine your next steps — whether to call your doctor or head to the emergency room. In nonemergency situations, a nurse can talk with you about your treatment options and tell you what you can do at home to feel better sooner.

The goal is to help you make the most informed decisions about your health. This service is available to you at no added cost, and all calls are kept confidential.



### It's not just for emergencies

You don't have to wait for an emergency to call the nurse line. From cold or flu-like symptoms to chronic conditions such as asthma or diabetes, the nurses can support you through it all:

- Understanding your health concern
- Getting more information
- Following through on treatment

You'll get fast, reliable health information you can count on while avoiding long waits at the emergency room or unnecessary trips to your doctor's office.



You can call the nurse line for:

- **Health information**  
Nurses are available to answer your health care questions, whether they're as simple as how to take an infant's temperature or as complex as learning about a surgical procedure.
- **Symptom management**  
The nurses will review your symptoms to determine the appropriate level of care and medical follow-up needed.
- **Audio health library**  
Our audio library covers topics about preventing and managing illnesses. Each audio presentation is two to five minutes long. A nurse can suggest the topics appropriate for you.

More than 92 percent of members who call the nurse line are satisfied with the experience.

Have a health question or concern? Call us day or night at 1-800-775-BLUE (2583)