

NurseLineSM

For the right care at the right place.



When you have a health concern, it can be difficult and time-consuming to find the information you need to get the right care. With telephone and online access to experienced registered nurses, you'll get the help you need to make more informed health care decisions.



Your health advocate.

One toll-free number connects you with a registered nurse who will take the time to understand what is going on with your health and provide you with personalized information. As part of your health plan benefits, nurses are available 24 hours a day, seven days a week, at no additional cost to you.



Your one-stop source.

Whether it's midnight and your baby has a 102-degree temperature, you need help managing your diabetes or you're not sure if you need a doctor, urgent care clinic or simply advice, NurseLine can help guide you to the care and services you need.



Here for you 24/7.

To talk with a NurseLine nurse, call the member number on your health plan ID card.

NurseLine is here to help you:

- Chat with a nurse live on myuhc.com[®].
- Understand your symptoms.
- Decide where to go for care.
- Learn more about a diagnosis.
- Explore treatment options.
- Understand medications.
- Find a doctor, hospital or specialist and see if a doctor is in your network and accepting new patients.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

Health plan coverage provided by or through UnitedHealthcare of California. Administrative services provided by UnitedHealthcare Services, Inc.; Optum Rx, Inc.; or OptumHealth Care Solutions, Inc. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC); or United Behavioral Health (UBH).

The NurseLine Program is provided by UnitedHealthcare Health Plan Administrators, Inc. The NurseLine Program's intent is to provide general information regarding common health questions or conditions. If you have a specific question relating to a condition or medical course of treatment for yourself or others, please consult your physician. If you believe you need emergency services, call 911, or its local equivalent, or go to the nearest medical facility for treatment.

NurseLineSM is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time.

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