



# 24/7 Nurseline

## Nurses Available Anytime You Need Them



Health happens — good or bad, 24 hours a day, seven days a week. That is why we have registered nurses waiting to talk to you whenever you call our 24/7 Nurseline.

Our nurses can answer your health questions and help you decide whether you should go to the emergency room, urgent care center or make an appointment with your doctor. You can also call the 24/7 Nurseline whenever you or your covered family members need answers to health questions about:

- Asthma
- Dizziness or severe headaches
- Cuts or burns
- Back pain
- High fever
- Sore throat
- Diabetes
- Blood pressure and much more

Plus when you call, you can access an audio library of more than 1,000 health topics — from allergies to surgeries — with more than 500 topics available in Spanish.

**Add the 24/7 Nurseline phone number to your contacts, because health happens 24/7.**



You can access the  
24/7 Nurseline at  
**1-800-631-7023**  
(TTY 711).

Hours of Operation:  
**Anytime**

HMO and PPO plans provided by Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). PPO plan provided by HCSC Insurance Services Company (HISC). HCSC and HISC are Independent Licensees of the Blue Cross and Blue Shield Association. HCSC and HISC are Medicare Advantage organizations with a Medicare contract. Enrollment in these plans depends on contract renewal.