



24-Hour Nurse Line

Get the health information you need effective January 1, 2025.

Talk to a nurse anytime

With the Aetna® 24-Hour Nurse Line, you can speak to a registered nurse about a variety of health issues — whenever you need to. Plus:

- You can call as many times as you need — at no extra cost.
- Your covered family members can use it, too.

Beginning January 1, 2025, you can call or send a secure message using the Aetna member portal, which you can access via eBenefits.

- Log in to **eBenefits** and click **Aetna member portal** under **Quick Links** (register with your new Aetna member ID card if needed).
- Select **Support > Contact Us**.
- Go to **Send Message** and choose **A health condition** under **Topic**.
- Choose **Request information about a health condition**.
- Add your message and send.

While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line nurses can provide information on a variety of health topics.

*24-Hour Nurse Line Member Satisfaction Survey. 2022.

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Save time, money and a trip to the ER

The 24-Hour Nurse Line can provide valuable information and may help you avoid a trip to the emergency room (ER). And that can be a real time and money saver.

More reasons to use the 24-Hour Nurse Line:

- Get information on a wide range of health topics.
- Find out more about a medical test or procedure.
- Get help preparing for a doctor visit.

90%

of members felt the nurse line helped them better manage their health.*

92%


said the program was an important part of their health plan benefits.*



Get health information when and where you need it. Call **1-800-556-1555 (TTY: 711)** or log in to your Aetna member portal.

[SHPNC.org](https://www.shpnc.org)

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MOD SHPNC-975 (7/24)

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