Your child has a 103-degree fever. Is her condition serious enough to go to the emergency room? Should you make a doctor's appointment for the next day? What steps can you take to help her? Let our *24-hour Nurse Line* and *Care My Way* program answer these questions for you.

24-hour Nurse Line

Our 24-hour Nurse Line, available 7 days a week including holidays, connects you with a registered nurse who can help answer any of your health care questions for free.

Simply call 1-800-549-3174 or TTY 1-800-947-3529 if you're hearing or speech impaired. Here's what you can expect when you call the Nurse Line:

- A registered nurse will ask you about your health problem.
- If your child's symptoms are serious, the nurse will recommend that you visit a physician, urgent care or the emergency department. In the event of a severe emergency, you will be instructed to call 911 or your local emergency number.
- If your symptoms are not serious, the nurse can give you instructions for care at home.

And, we're introducing a new service to our *24-hour Nurse Line* called *Care My Way*. This service can save you time or even a trip to the doctor's office.

If you or your child has symptoms related to a common ailment such as pink eye or a sinus infection when you call the Nurse Line, you could be referred to a nurse practitioner through our **Care My Way** program. The nurse practitioner can offer a diagnosis, sound advice, and even a prescription if you need one, all without an appointment.

Care My Way is available from 7 a.m. to 9 p.m. 7 days a week. Depending on your coverage, there might be a cost to you. However, in most cases, the cost is less than what you'd pay for a doctor's office visit.

These convenient services are available to all Security Administrative Services enrollees as a benefit of your coverage. What questions can we answer for you today? Call us at **1-800-549-3174**.

SecurityHealth Plan℠
Security Administrative Services

1515 North Saint Joseph Avenue
PO Box 8000
Marshfield, WI 54449-8000

1-800-472-2363
715-221-9555

TTY 1-877-727-2232
TTY 715-221-9898

Fax 715-221-9500

www.securityhealth.org

HP-30096 (02/14) © 2014 Security Health Plan of Wisconsin, Inc.

7 DAYS A WEEK

24-Hour Nurse Line Care My Way

SecurityHealth Plan℠
Security Administrative Services

24-hour Nurse Line

SECURITY HEALTH PLAN

Helping you and your family stay healthy with the best care possible.

24-hour Nurse Line

Convenient service

The 24-hour Nurse Line is our way of making sure you have access to health information you need, whenever you need it. Registered nurses staff our 24-hour Nurse Line 7 days a week (including holidays).

Expert health care information

Any time you are unsure whether a condition is serious enough to see a provider, you may want to call the nurse line first. Expert nurses will help answer your health care questions and concerns. However, if you think you need emergency medical assistance, do not hesitate to call 911 or go directly to the nearest emergency medical facility.

The convenient service of our nurse line is available to all Security Health Plan enrollees as a benefit of their coverage.

HP-00071 (03/07)
CMS File & Use Certified
© 2007 Security Health Plan of Wisconsin, Inc.
H5211_MC-829-0004-C-03-07