

Answers to your health questions¹

24-hour support for better health decisions

Assistance from a specially trained nurse

Health issues can arise at any time, and when they do, you want to know your options:

My child has a fever. How can I treat it?

My doctor recommended surgery for my knee. What other treatments are available?

With a toll-free call to Health Line BlueSM at **1-877-477-2424**, you can get the information you're looking for 24 hours a day, 7 days a week. Our specially trained nurses can answer your medical questions, offer support and send you free educational videos and brochures on a variety of health topics. They can also help you partner with your doctor to make informed care decisions and assist you in navigating the health care system.

Answers and assistance at your fingertips

You can also get answers to your health questions online. To submit your question,

- + Log in to bcbsnc.com
- + Under Health Resources, choose "Get advice from a specially trained nurse"
- + Select "Enter Dialog Center"
- + Click "Contact a Health Coach"

While online, you can also access our Healthwise^{®1} Knowledgebase library of current health information, track health symptoms and medications, and discover tools to guide you through important health care decisions.

HOW
CAN WE
HELP?

For more information, call **1-877-477-2424**
or visit bcbsnc.com.

Blue Cross and Blue Shield of North Carolina (BCBSNC) provides the Health Line Blue program for your convenience and is not liable in any way for the information, goods or services received. BCBSNC reserves the right to discontinue or change the program at any time. Decisions regarding your care should be made with the advice of your doctor. Due to specific contracts, selected programs will not be participating in Health Line Blue at this time. Check with your benefits administrator or BCBSNC Customer Service to determine your eligibility. BCBSNC has contracted with Health Dialog Services Corporation to bring you Health Line Blue, the Dialog Center and the Healthwise[®] Knowledgebase (online health encyclopedia).

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Get 24/7 phone or online access to information on

- + Back pain
- + Colds and flu
- + Earaches
- + Heart disease
- + Heartburn / acid reflux
- + Joint replacement
- + Medications
- + Preparation for a doctor's visit
- + Surgical decisions
- + Weight management
- + And more!

HealthLineBlueSM

24-hour health information
from specially trained nurses

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