

We have a **24-Hour Nurse Advice Line** for you!



Speak directly to a nurse

Health New England wants to make sure you have the answers you need when you need them. Our Nurse Advice Line is available 24 hours a day, 7 days a week, and 365 days a year. It is offered to you at no additional cost because you are a member of our plan. Our experienced Registered Nurses are ready to help you any time of the day or night.

Immediate answers to your health questions

If your doctor's office is closed, call the 24-hour Nurse Advice Line for questions about health concerns or health-related topics.

We are here to help with things such as:

- Symptoms you cannot or do not know how to manage
- Proper dosage of medications
- Questions about pregnancy

Our team of medical professionals give helpful advice that is easy to follow. They can also help determine if you need to visit your doctor or an urgent care center.*



Help is just a phone call away

For questions about your symptoms and care, call **1-866-389-7613** (TTY/TDD: 711). Nurse advice staff speak English and Spanish. For additional languages, please ask for a translator when you are connected.



Health concerns can happen at any time. Our 24-hour Nurse Advice Line from Health New England is **always available** to provide help right over the phone.

Call 1-866-389-7613.

*If you or a family member is having a life-threatening condition, immediately call 911 or go to the emergency room.