



# We're listening

## 24-Hour Nurse Line

A 24-hour information line for your health questions

### Talk to a registered nurse anytime

With the 24-Hour Nurse Line, you can speak to a registered nurse about health issues — whenever you need to.\*

Plus:

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

\*While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.

### You could save time, money and a trip to the ER

The 24-Hour Nurse Line can provide helpful information and possibly prevent an unneeded trip to the emergency room (ER). That can be a money-saver.

Plus, you'll be able to make smarter health decisions. You'll have reliable information you can trust — and it's only a phone call or click away.



[AetnaStudentHealth.com](https://www.aetna.com/StudentHealth)

## More reasons to use the 24-Hour Nurse Line

You can:

- Get information on a wide range of health and wellness topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor
- Receive emails with links to videos that relate to your question or topic

## Your online source for health information

Prefer to go online for health information? Check out the 24-Hour Nurse Line page on your member website.

Here's what you can do:

- Send us an email.
- Use our symptom checker.
- Learn about treatment options and health risks.
- Research medications.

It explains things in terms that are easy to understand.

## Get the information you need

We asked our members what they liked about the 24-Hour Nurse Line.<sup>1</sup> Here's what they said:

- 93 percent said it has improved their satisfaction with the plan.
- 95 percent said this program was an important part of their health plan benefits.

## Two ways to get health information fast

1. Call a registered nurse anytime, toll-free.
2. Visit your member website at **AetnaStudentHealth.com**.

**Get health information —  
when and where you need it.**  
Call **1-800-556-1555 (TTY: 711)**.<sup>\*</sup>  
Or log in at  
**AetnaStudentHealth.com**.

## **THIS IS NOT INSURANCE. THIS IS A PROGRAM AVAILABLE WITH THE MEDICAL PLAN.**

<sup>\*</sup>Ask the relay operator to dial **1-800-556-1555** and select the option to speak to a nurse.

<sup>1</sup>24-Hour Nurse Line (formerly known as the Informed Health<sup>®</sup> Line) Member Satisfaction Survey. 2018.

**Student health insurance plans are insured by Aetna Life Insurance Company (Aetna). In MD and NJ, student medical insurance is insured by Aetna Health and Life Insurance Company (AHLIC). Self-insured plans are funded by the applicable school and administered by Aetna Life Insurance Company.** Aetna Student Health<sup>SM</sup> is the brand name for products and services provided by Aetna Life Insurance Company, Aetna Health and Life Insurance Company and their affiliates.

This material is for information only. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Health benefits and health insurance plans contain exclusions and limitations. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna Student Health plans, refer to **AetnaStudentHealth.com**.

**Policy forms issued in Missouri include:** AL SH HPol-H 02.

