



## Questions

A call to NurseLine can give your members peace of mind and help them make informed decisions about when and where to go for medical care.

# NurseLine

24/7 Health care advice

**With UMR's NurseLine<sup>SM</sup> service, your plan members have convenient access to health care advice from a team of highly trained registered nurses. Members can call any time, night or day, to learn about a wide variety of medical conditions and treatment options.**

Our nurses are available to answer questions about any medical issue. They also can help callers learn about the appropriate use of medications and lower cost options, as well as ideas for adopting healthy lifestyle behaviors.

In addition, NurseLine nurses can offer guidance in deciding where to go to receive the right level of care. This may lead to fewer emergency room visits and hospital stays, and reduce your overall health care costs.

Calls to NurseLine are answered in 36 seconds, on average. If a caller's question requires extensive research, the nurse will consult additional resources and follow up.

## Triage guidelines

UMR's NurseLine uses proprietary, evidence-based guidelines and consumer education content linked to clinically appropriate, cost-effective outcomes.

Using our own guidelines allows us to adjust to the needs of our customers and members. It also allows us to respond quickly to timely concerns, such as disease outbreaks, by adding a new guideline within hours instead of weeks.

Our guidelines direct our nurses in providing credible, consistent and accurate information to callers. One of our many resources is a medical library with current health information obtained from recognized organizations such as the Federal Food and Drug Administration, the National Institutes of Health and the Centers for Disease Control and Prevention.

## Communication assistance

NurseLine is available in English, Spanish and more than 140 other languages through our Language Line.

## Customer reports

Clients with 500 or more employees receive quarterly reports on NurseLine utilization, contacts and services. The report details vary, depending on the size of the member population.

## Online chat feature

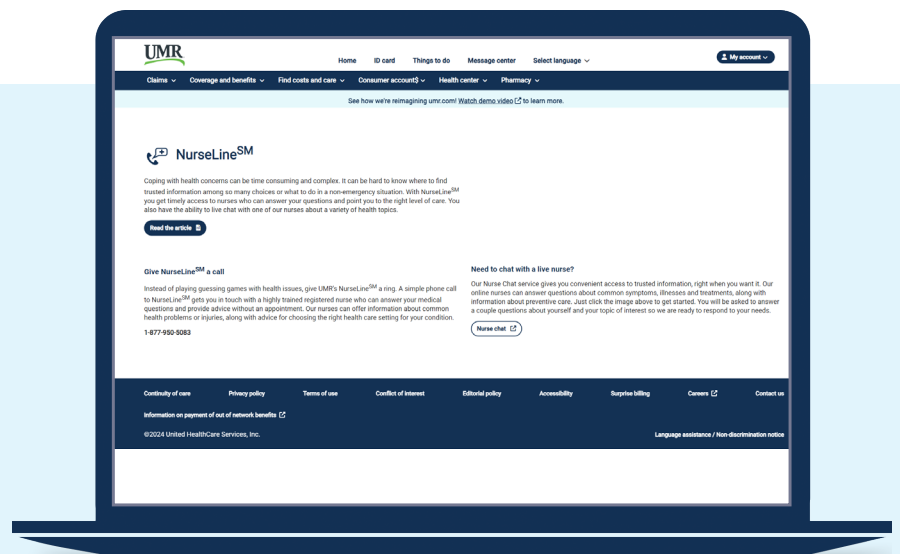
UMR's Nurse Chat<sup>SM</sup> tool allows members to chat live with a registered nurse through [umar.com](https://www.umar.com). The chat feature is available to NurseLine customers at no additional charge.

Our online nurses can answer questions and provide information about preventive care and common illnesses, symptoms and treatments.

Nurse Chat nurses do not offer triage advice for choosing the right health care setting but will refer members to call NurseLine.

## To chat with a nurse, members simply need to:

- 1 Sign in to [umar.com](https://www.umar.com)
- 2 From the Health center drop-down menu, choose NurseLine
- 3 Select Nurse chat to get started



**For more information on NurseLine and Nurse Chat, contact your UMR representative.**