

ANSWERS TO YOUR HEALTH QUESTIONS

24 hours a day, 7 days a week

Whenever you need tips about caring for yourself at home, help finding medical care or information about your health — remember that **Health Line BlueSM** is always here for you.¹

Health Line Blue nurses can answer medical questions on almost any health issue. They'll help you decide the best place to get care based on your symptoms. They can also help you treat your issue at home or ease your symptoms until you can get in to see your doctor. This can often save you time and money!

If the nurse thinks you need to see a doctor right away, you'll get direction on where to go for medical care. Health Line Blue offers peace of mind and support — all at no cost to you.

By phone

Call Health Line Blue at **1-877-477-2424** to speak with a nurse right away. (Spanish-speaking nurses are available as well.)

Online

You can also chat with a nurse online or send a secure message. Just log in to BlueConnectNC.com, click on "Wellness" and select "Health Line Blue" from the left-hand menu.

Remember: If you're facing an issue that threatens your life or health, go straight to the emergency room!

Learn more at BlueCrossNC.com/ExploreCareOptions

Nurses can help you decide what to do about:

- + Cough, colds or flu
- + Headaches
- + Minor back pain
- + Sore throats
- + Earaches
- + Cuts and scrapes
- + Insect bites
- + Skin rashes
- + Possible strains or sprains
- + Allergic symptoms

Health Line Blue is always here for you

Call **1-877-477-2424**, day or night, to get answers to your health questions. And scan this QR code to download the number right into your phone.



¹ Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides the Health Line Blue program for your convenience and is not liable in any way for the goods or services received. Blue Cross NC reserves the right to discontinue or change the program at any time without prior notice. Decisions regarding your care should be made with the advice of a doctor. Depending on your plan, selected programs may not be available to you at this time. Check with your benefits administrator or Blue Cross NC Customer Service to determine your eligibility. Blue Cross NC has contracted with an independent third-party vendor to bring you Health Line Blue.

The information provided has been put together for your convenience from many health resources. The information should not be viewed as medical advice from Blue Cross NC. If you have any questions about your medical condition or any drugs, treatment plans or new symptoms — consult your doctor.


BLUE CROSS®, BLUE SHIELD®, the Cross and Shield symbols, and service marks are marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Blue Cross NC is an independent licensee of the Blue Cross and Blue Shield Association. U7815_spe, 11/18



BlueCrossNC.com



**BlueCross BlueShield
of North Carolina**



RESPUESTAS A SUS PREGUNTAS MÉDICAS

Las 24 horas del día, los 7 días de la semana



Cuando necesite consejos sobre cómo aliviar sus síntomas en su hogar, ayuda para encontrar atención o información médica, recuerde que **Health Line BlueSM** está siempre ahí para usted.¹

El personal de enfermería de Health Line Blue puede contestar sus preguntas médicas de casi cualquier problema de salud. Ellos le ayudarán a decidir el mejor lugar dónde acudir para obtener atención según sus síntomas. También pueden ayudarle a tratar su problema en casa o a aliviar sus síntomas hasta que pueda ir a ver a su médico. ¡Esto, a menudo, puede ahorrarle tiempo y dinero!

Si el personal de enfermería piensa que usted necesita ver a un médico de inmediato, le proporcionará información sobre dónde acudir para obtener atención médica. Health Line Blue le ofrece tranquilidad y apoyo, todo sin costo alguno para usted.

Por teléfono

Llame a Health Line Blue al **1-877-477-2424** para hablar inmediatamente con personal de enfermería. (Personal bilingüe está disponible para proporcionar asistencia en español).

Por internet

También puede chatear por internet con personal de enfermería o a través de envío seguro de mensajes. Solo ingrese en [BlueConnectNC.com](https://www.BlueConnectNC.com), haga clic en "Wellness" y seleccione "Health Line Blue" del menú que está a la izquierda de la pantalla.

Recuerde, si tiene una situación que pone en riesgo su salud o su vida, nunca dude en ir directamente a la sala de emergencias del hospital más cercano.

Para más información, visite [BlueCrossNC.com/ExploreCareOptions](https://www.BlueCrossNC.com/ExploreCareOptions)

El personal de enfermería puede ayudarle a decidir qué hacer en relación a:

- + Tos, resfriados o gripe
- + Dolores de cabeza
- + Dolor de espalda leve
- + Dolor de garganta
- + Dolor de oído
- + Cortaduras y raspaduras
- + Picaduras de insectos
- + Sarpullido en la piel
- + Posibles esguinces o torceduras
- + Reacciones alérgicas

Health Line Blue está siempre ahí para usted

Llame a **1-877-477-2424**, a cualquier hora del día o de la noche, para obtener respuestas a sus preguntas de salud. Y escanee este código QR para descargar el número directamente a su teléfono.



¹ Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona el programa Health Line Blue para su comodidad y no se responsabiliza de ninguna manera de los bienes y servicios recibidos. Blue Cross NC se reserva el derecho de discontinuar o cambiar el programa en cualquier momento, sin previo aviso. Las decisiones sobre el cuidado de la salud deben tomarse siguiendo el consejo de un médico. Según sea el plan que tenga, puede que algunos programas no estén disponibles para usted en este momento. Comuníquese con su administrador de beneficios o con el Departamento de Servicio al Cliente de Blue Cross NC para determinar si cumple con los requisitos para participar en este programa. Blue Cross NC tiene un contrato con una entidad vendedora independiente para ofrecerle Health Line Blue.

La información que proporcionamos ha sido recopilada para su conveniencia de varias fuentes relacionadas con salud. Esta información no debe verse como un consejo médico de Blue Cross NC. Si tiene preguntas relacionadas a una condición médica o medicamento, planes de tratamiento o nuevos síntomas, consulte directamente a su médico. BLUE CROSS®, BLUE SHIELD®, los símbolos de la cruz y el escudo, y las marcas de servicio son marcas de Blue Cross and Blue Shield Association, una asociación de planes independientes de Blue Cross and Blue Shield. Blue Cross NC es un concesionario independiente de Blue Cross and Blue Shield Association. U7815_sp, 11/18



[BlueCrossNC.com](https://www.BlueCrossNC.com)



**BlueCross BlueShield
of North Carolina**

NON-DISCRIMINATION AND ACCESSIBILITY NOTICE

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides:

- + Free aids and services to people with disabilities to communicate effectively with us, such as: qualified interpreters and/or written information in other formats (large print, audio, accessible electronic formats, other formats.)
- + Free language services to people whose primary language is not English, such as: qualified interpreters and/or information written in other languages

If you need these services, contact:

Customer Service

Call: 1-888-206-4697, 1-800-442-7028 (TTY and TDD)

If you believe that Blue Cross NC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Blue Cross NC, P.O. Box 2291, Durham, NC 27702

**Attention: Civil Rights Coordinator-Privacy,
Ethics & Corporate Policy Office**

Call: 919-765-1663, 1-888-291-1783 (TTY)

Fax: 919-287-5613

E-mail: civilrightscordinator@bcbsnc.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Coordinator-Privacy, Ethics & Corporate Policy Office is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

Online: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Mail: U.S. Department of Health & Human Services

200 Independence Avenue, SW Room 509F

HHH Building Washington, D.C. 20201

Call: 1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available online at:

<http://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

This notice and/or attachments may have important information about your application or coverage through Blue Cross NC. Look for key dates. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. **Call Customer Service: 1-888-206-4697.**

Discrimination is Against the Law

Blue Cross NC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Blue Cross NC does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-206-4697 (TTY: 1-800-442-7028).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-206-4697 (TTY: 1-800-442-7028).

注意: 如果您講廣東話或普通話, 您可以免費獲得語言援助服務。請致電 1-888-206-4697 (TTY: 1-800-442-7028)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-206-4697 (TTY: 1-800-442-7028).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-206-4697 (TTY: 1-800-442-7028) 번으로 전화해 주십시오.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-206-4697 (ATS: 1-800-442-7028).

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-206-4697. المبرقة الكاتبة: 1-800-442-7028.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-206-4697 (TTY: 1-800-442-7028).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-206-4697 (телетайп: 1-800-442-7028).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-206-4697 (TTY: 1-800-442-7028).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:સુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-1-888-206-4697 (TTY: 1-800-442-7028).

ចំណាំ: ប្រសិនបើលោកអ្នកនិយាយជាភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនសម្រាប់លោកអ្នកដោយមិនគិតថ្លៃ។ សូមទំនាក់ទំនងតាមរយៈលេខ៖ 1-888-206-4697 (TTY: 1-800-442-7028)។

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-206-4697 (TTY: 1-800-442-7028).

ध्यान दें: यदि आप हिन्दी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-206-4697 (TTY: 1-800-442-7028) पर कॉल करें।

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-206-4697 (TTY: 1-800-442-7028).

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-888-206-4697 (TTY: 1-800-442-7028)まで、お電話にてご連絡ください。