

Nurse Advisory Line

- “I was recently diagnosed with diabetes. Do I have to give myself shots?”
- “I fell of a ladder and broke my wrist. Do I need to go to the hospital?”
- “Shouldn’t my husband’s doctor have ordered an angiogram before recommending surgery?”

These are some of the questions APWU Health Plan’s Nurse Advisory Line professionals have answered from Health Plan members over the past year. Our Nurse Advisory Line is a cost-free service that can assist you in getting answers to these and other questions, and can help with many healthcare issues.

What the Nurse Advisory Line does—

- Recommends complementary programs and services based on the caller’s individual needs
- Provides a central point-of-contact for health resources

The service is available 24/7, and is staffed by registered nurses who are experienced and trained to provide top-quality information and advice. When you call the Nurse Advisory Line, you receive answers to a question, advice in an emergency, information on self-care, or ideas on programs that may assist, for example the Health Plan’s Voluntary Disease Management Program. Members may call the Health Plan’s High Option Nurse Advisory Line toll-free at 1-888/993-0333.