

Nova's 24-Hour Medical Help Line



When you can't reach your doctor or your health care center is closed, you can speak to an experienced registered nurse 24 hours a day, 7 days a week for non-emergency medical issues and advice. **Call 1-844-NOVA-365 to reach Nova's 24-Hour Medical Help Line***

What Kind of Help Can I Get From Calling the Medical Help Line?

- Help with medical needs (non-emergency)
- Information about heart disease, asthma or diabetes
- Details about common surgeries
- Advice on how to treat a child's fever or minor injury
- Help understanding symptoms and choosing the right care
- Medicine interactions and side effects
- Health and wellness information
- Advice on choosing foods that are good for you
- Information on how to quit smoking
- Vaccinations

Choosing the Right Care

Helping you get and stay healthy is our top priority. Our nurses will answer your questions and help you learn more about the treatment and procedure options available to you for different health problems and diseases. The nurse may suggest you contact your doctor so you can be seen the following day. Remember, it's important to keep your primary care physician up to date on all matters of your health.

As always, if your situation is a medical emergency, please go to the closest emergency room.

Nova's Treatment Decision Support is Available 24/7 to Discuss:

MUSCULOSKELETAL

(Bone, muscle, ligament, tendon and nerve pain)

- Back pain
- Hip replacement
- Knee replacement
- Shoulder pain

OTHER

- Tubes in ears
- Weight loss surgery

MEN'S HEALTH

- Prostate disease

WOMEN'S HEALTH

- Breast cancer
- Possible infections
- Heavy bleeding
- Surgical removal of the uterus
- Noncancerous uterine conditions

HEART DISEASE

- Heart bypass

GENERAL

- Coaching on healthy lifestyle changes
- Treatment options
- Finding community resources
- Understanding and reviewing health plan information

A Registered Nurse in Your Corner



Did you know you can call our Customer Service department and ask to speak with a Registered Nurse? We are here to help guide you with your health care needs, understand your benefits and help you take better care of yourself and your family.

We understand health care can be confusing. That's why we are here to support you and provide another resource in addition to your primary care physician. By helping you navigate the health care system and get organized, we can make your health care experience less overwhelming.

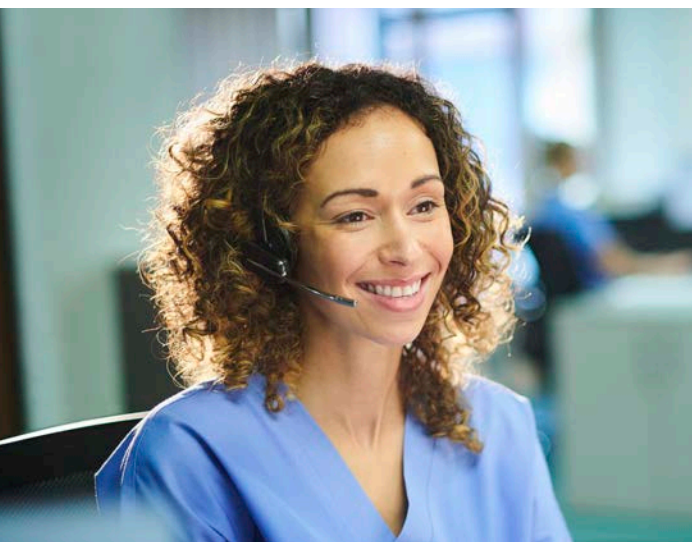
What Can You Call About?

- **If you have recently been diagnosed with a condition or illness:**
Registered Nurses are available to serve as a resource for information and help manage your condition.
- **If you have an upcoming procedure:**
We can help you understand what to expect so that you are prepared.
- **If you had a hospitalization:**
A Registered Nurse is available to provide guidance and support to assist you in navigating the complex health care system to reduce your risk of complications and optimize your recovery after discharge.
- **If you are taking a new medication:**
Our team works with you to understand your medications, side effects and possible interactions.
- **If you are managing an illness or multiple conditions:**
Our Registered Nurses can help coordinate your care and help answer your questions.

Guidance and Education

Our Registered Nurses are available to provide education on these topics, and more:

- Asthma
- Cancer
- Chronic Back Pain
- Chronic Obstructive Pulmonary Disease (COPD)
- Depression
- Diabetes
- Heart Disease
- High Blood Pressure
- Multiple Sclerosis
- Rheumatoid Arthritis
- Stroke



How Nova Can Help

With the support and guidance from our team, we can help you:

- Outline your strengths and develop strategies to help you achieve your desired outcomes.
- Set short- and long-term goals to help you manage your health.
- Create action plans and help you keep track of your progress.

Questions About Your Benefits?

Call the Customer Service number on your ID card, Monday – Friday, and ask to speak with one of our nurses today.