

## NURSE HELP LINES

*What do you do when you aren't feeling well but the doctor's office is closed? Did you know that many insurances offer 24/7 nursing lines? These lines are available for you to call and speak with a registered nurse (RN) who can help you know what to do.*

**Aetna Informed Health®Line (IHL) . . . . . 1-800-556-1555**

Speech or Hearing impaired . . . . . 711

Toll-free nursing line 24/7 to all members. Log in at [www.aetna.com](http://www.aetna.com) for more information. **\*Membership Required**

**Altius . . . . . No Help Line Available**

You can contact customer service at 1-801-323-6200 or email them at [customerservice@ahplans.com](mailto:customerservice@ahplans.com).

**Cigna HealthCare 24-Hour Health Information Line**



Cigna members can access this number by calling the member services number on the back of your card or by logging into mycigna.com. **\*Membership Required**

**Deseret Mutual (DMBA) . . . . . No Help Line Available**

You can contact customer service at 1-800-777-3622 or visit [www.dmba.com](http://www.dmba.com)

**Teladoc . . . . . 1-800-Teladoc (835-2362)**

24/7 help line that connects you directly with physicians via phone or through online video consults. Call the number above or log on to their website to schedule a consult: <http://www.teladoc.com>

**Healthy Choice Utah . . . . . 1-855-354-9006**

Nursing line 24/7 to all members and may also assist non-members.

**\*Membership Not Required.**

**Healthy U Medicaid . . . . . \*No Help Line Available**

You can contact Member Services at 1-801-587-6480 or visit

<http://uhealthplan.utah.edu/medicaid/index.php> **\*Membership Required**

**Humana Personal Nurse . . . . . 1-877-41-Nurse (416-8773)**

Members are offered a personal nurse service to help deal with serious conditions and aid in decisions about health care services. **\*Membership Required**

**Molina Healthcare (Medicaid) . . . . . 1-800-642-4168**

Speech or Hearing Impaired . . . . . 7-1-1 or (800) 750-0750

Para Español llame . . . . . (866) 648-3537

Nurse Advantage line 24/7 where you can speak with qualified nurses who can give you health care advice in your language and help direct you to care.

**\*Membership Required.**

**PEHP . . . . . No Help Line Available**

You can call customer service at 1-801-366-7755 or log on to myPEHP at

<https://www.pehp.org/MyPehp/Account/LogOn> **\*Membership Required**

**Regence Advice24 (Blue Cross Blue Shield) . . . . .**



Toll-free nursing line 24/7 to all members. To access the line, you will need to call the customer service line on the back of your insurance card or log in to your Regence account at [https://www.regence.com/web/regence\\_individual/formembers#](https://www.regence.com/web/regence_individual/formembers#) **\*Membership Required**

**SelectHealth. . . . . No Help Line Available**

You can call customer service at 1-800-538-5038 or log on to My Health at

<http://selecthealth.org/Pages/Home.aspx> **\*Membership Required**

**Tricare Nurse Advice Line . . . . . 1-800-Tricare (874-2273)**

24/7 nursing line designed to answer urgent health questions. RNs with specialized pediatrics training are also available. Anyone can call this number, but if you do need to see a doctor you will have to follow the rules of your own health insurance. **\*Membership NOT Required**

**UnitedHealthcare NurseLine Services . . . . . 1-888-887-4114**

Speech or Hearing Impaired . . . . . 1-800-855-2880

24/7 nursing line to link members to health information. Check with your employer to see if NurseLine is part of your benefits plan. For more information, visit: [https://www.uhcrivervalley.com/health\\_programs/nurseline.html](https://www.uhcrivervalley.com/health_programs/nurseline.html)

**\*Membership Required**

**University Health Plans . . . . .**



24/7 nursing line, call the member's line on the back of your insurance card to get the number. For more information visit: <http://uhealthplan.utah.edu/uuhp-hospital/index.php> or log into My Chart. **\*Membership Required**

**VA Nurse Helpline . . . . . 1-866-369-8020**

Nursing line available to Veterans from 4:00 p.m. to 8:00 a.m. on the weekdays 24 hours on the weekend and on federal holidays. During normal business hours (8:00 a.m. to 4:00 p.m.) the local veteran's hospital offers telephone care to Veterans. If you call this number during business hours, you can connect to your local VA by following the telephone promptings.

## EMERGENCY LINES

*These help lines aren't designed to be used in life threatening situations. If you find yourself in a life threatening situation, please go to an Emergency Room or dial 9-1-1 immediately.*

**National Suicide Prevention Hotline . . . . . 1-800-273-8255**

If you feel like you are in a crisis, whether or not you are thinking about suicide, please call. No matter what problem you are dealing with, we want to help you find a reason to keep living. You will be connected with a skilled, trained counselor at a crisis center near you. They can listen to your problems and tell you about mental health services available near you. **Your call is confidential and free.**

**UNI Crisis Line . . . . . 1-801-587-3000**

Provides 24/7 crisis service and is staffed by mental health professionals who provide emotional support, assistance, crisis intervention, problem solving and suicide prevention to individuals experiencing emotional distress or psychiatric crisis. They can also connect you to available resources in your area.

**Domestic Violence LINKline . . . . . 1-800-897-5465**

This 24/7 hotline is a toll-free, confidential and anonymous line you can call to receive assistance with domestic violence issues. You can receive crisis intervention, safety planning, information and referral services on safe shelters, community resources, legal assistance, victim advocates, counseling agencies and other needs. For more information, visit: [www.udvc.org](http://www.udvc.org)

**Poison Control Center . . . . . 1-800-222-1222**

The Utah Poison Control Center (UPCC) is a 24/7 line for poison information and educational resources. The call center is staffed by certified, highly educated specialists to help you prevent poisonings and recover from poison accidents.

**SMHSA . . . . . 1-877-726-4727**

The Substance Abuse and Mental Health Services Administration provides free, confidential, 24/7 treatment referral and information services in English and Spanish. It is intended for individuals and families facing mental health and/or substance use disorders including opioids.

**The Trevor Lifeline . . . . . 1-866-488-7386**

This nationwide, around-the-clock crisis and suicide prevention helpline for LGBTQ youth is free and confidential. If you have been a target of bullying, hate speech, or societal stigma, you can call and be connected to someone for support.



**\*\*Number is on the back of your insurance card**



# HEALTH CARE HOTLINES

## \*United Way\* ..... 2-1-1

This is a free confidential line for all. It connects you to health and human services information to help you find resources available to you. This line offers

information about most programs listed below. You can contact them with any questions or select an individual program below and call directly.

## Baby Watch/Early Intervention ..... 1-800-961-4226

This program offers special services for children from birth through 2 years old who qualify. Services include service coordination, speech therapy, physical therapy, occupational therapy, nursing services and special ed. / developmental services. **To participate in this program you need a qualified medical diagnosis or the child will need to test positive for qualified developmental delays. You can call this number to set up an appointment for testing.**

## Baby Your Baby ..... 1-800-826-9662

This is an income-based program designed to provide temporary health insurance for pregnant women while they file for Pregnancy Medicaid. The program will cover pregnancy related care and coverage is available same day.

**When you call, you'll need: your insurance card (if you already have insurance), your social security number, mailing address and monthly income.**

## Utah Cancer Control Program ..... 1-800-717-1811

The Utah Cancer Control Program provides cancer screenings and education to Utahns throughout the state. To find out if you qualify for services, visit [www.cancerutah.org](http://www.cancerutah.org) or call the number listed.

## Care About Childcare Line ..... 1-855-531-2468

### Para Español llame ..... 1-801-326-4376

This line connects you with information about affordable and quality child care. A few of the resources offered include profiles of care providers, caregiving guidelines, training and information about activities. Call the number above or visit their website: [www.careaboutchildcare.utah.gov](http://www.careaboutchildcare.utah.gov)

## Check Your Health ..... 1-888-222-2542

Check Your Health is focused on obesity prevention for all age groups. It encourages all Utahns to adopt healthy eating habits by establishing regular family mealtimes, eating correct portion sizes and making wise food choices. It also encourages all Utahns to "be active." Call the number above or visit their website to view their resources: [www.checkyourhealth.org](http://www.checkyourhealth.org)

## Children's Health Insurance Program .... 1-877-KIDS-NOW (CHIP) (534-7669)

CHIP is a program that provides health insurance to uninsured children and teens that are not eligible or enrolled in Medical Assistance. For more information, or to ask any questions you may have (such as eligibility, enrollment and coverage), call the line above or visit their website: [www.health.utah.gov/chip](http://www.health.utah.gov/chip)

## Children with Special Health Care Needs . . 1-800-829-8200

This program provides and promotes family-centered, coordinated care and facilitates the development of community-based systems for these children and their families.

## EPICC Program ..... 801-538-9340

### Healthy Living Through Environment, Policy and Improved Clinical Care (EPICC) Program

EPICC is a program resulting from the consolidation of three programs (Diabetes Prevention and Control Program, Heart Disease and Stroke Prevention Program, and the Physical Activity, Nutrition and Obesity Program). The program aims to reduce the incidence of diabetes, heart disease and stroke by targeting risk factors including reducing obesity, increasing physical activity and nutritious food consumption, and improving diabetes and hypertension control. For information, call the number above or visit: [www.choosehealth.utah.gov](http://www.choosehealth.utah.gov)

## Fostering Healthy Children Program ..... 1-800-829-8200

This program helps to ensure ongoing health, dental and mental health care needs are provided for children in Division of child and Family Services (DCFS) custody. For information call the number above, or visit their website:

[www.health.utah.gov/cshcn/FHCP](http://www.health.utah.gov/cshcn/FHCP)

## Immunization Info Line ..... 1-800-275-0659

This help line provides information about immunizations, immunization records, and the importance of immunizations. You can also get information about new school immunization requirements. And they will help you find a nearby clinic to get your immunizations. **Anyone can call. The only information you need to provide is your zip code.** You can also visit [www.immunize-utah.org](http://www.immunize-utah.org).

## Medicaid Eligibility and Information ..... 1-800-662-9651

For questions concerning your eligibility for Medicaid or information about this program, call the number above. Medicaid Customer Service staff are available to take your calls Monday through Friday, 8:00 a.m. - 5:00 p.m. (Thursday hours are 11:00 a.m. - 5:00 p.m.) Closed on all state and federal holidays. You can also visit their website: [www.medicaid.utah.gov](http://www.medicaid.utah.gov)

## Nursing Home Information ..... 1-800-662-4157

This program provides a general overview of nursing homes in Utah. Information about contacting the overseeing state agency, state ratings and rankings, top rated nursing facilities, and a summary of nursing home characteristics can be found by calling the number above or by visiting:

[www.matchnursinghomes.org/state/ut-nursing-homes](http://www.matchnursinghomes.org/state/ut-nursing-homes)

## Pregnancy Risk Line . . . 1-801-328-2229 or 1-800-822-2229

MotherToBaby Utah (The Pregnancy Risk Line) is dedicated to providing evidence-based information to mothers, health care professionals and the general public about medications and other exposures during pregnancy and while breastfeeding. It offers resources to track your child's developmental milestones and learn about developmental delays. You can call the numbers listed above or visit: [www.health.utah.gov/prl](http://www.health.utah.gov/prl)

## RxConnect Utah Information Line ..... 1-866-221-0265

RxConnectUtah links you with resources to get the prescriptions you need. You must qualify for services. For example, if you need a prescription but don't have health insurance to pay for it, RxConnectUtah may be able to help. Call the number above or visit: [www.health.utah.gov/rxconnectutah/](http://www.health.utah.gov/rxconnectutah/)

## Utah Birth Defect Network ..... 1-866-818-7096

The Utah Birth Defect Network will provide information about specific birth defects to families and health care providers. Information about steps that can be taken to increase a woman's chance to have a healthy baby are available. Referrals for medical and financial information are available. You can call the number above or visit their website: [www.health.utah.gov/ubdn](http://www.health.utah.gov/ubdn)

## Utah Tobacco Quit Line .... 1-800-QUIT-NOW (784-8669)

### Speech or Hearing Impaired ..... 1-888-229-2182

### Para Español llame ..... 1-877-629-1585

When you call the line, you will be connected to quit-smoking services at your health plan or to a quit coach at the Quit Line. Either way, a friendly, professional coach will guide you through the quitting process. You can even call if you are helping someone else to quit tobacco. This help line has a variety of resources designed to fit your needs. Call now or visit their website:

<http://www.tobaccofreeutah.org>

## Work Ability ..... 1-877-2GO-WORK

### (Disability and employment) (246-9675)

This line is designed to help you get back to work. They help you with choosing to work, training, finding jobs and supporting workers. A variety of information is available to assist you through the number above and from their website:

<http://www.workabilityutah.org/work/>

## Women, Infants Children ..... 1-877-WIC-KIDS

### (WIC) (942-5437)

WIC is a nutrition program that helps pregnant women, new mothers and young children eat well, learn about nutrition education and counseling, nutritious foods, and help accessing health care are provided to low-income women, infants, and children through the Special Supplemental Nutrition Program. You can call the number above, or visit: [www.health.utah.gov/wic](http://www.health.utah.gov/wic) to check your eligibility, ask questions about the program, or apply.