

24-Hour Nurse HelpLine and AudioHealth Library



Have health questions? Easy access to health information is just a phone call away!

Health concerns don't follow a 9-to-5 weekday schedule. Sometimes you need answers to your health questions right away — and that can be the middle of the night or while you're away on vacation. That's why the **24-Hour Nurse HelpLine** is there for you and your family, 24 hours a day, seven days a week.

Call toll free at **1-800-700-9184** for English or **1-855-658-9250** for Spanish. TTY users can call **711** and **Press 2** to speak to a registered nurse for assistance about a health situation or just to hear a reassuring voice. Isn't it nice to know you can get accurate, confidential answers to your health questions right away?

Do you want to know more about a health concern, but don't want to talk about it over the phone? That's no problem. If you prefer, you can call and listen to recorded messages about more than 300 health-related topics in English and Spanish by accessing the **24/7 Nurse HelpLine AudioHealth Library**. See the next page for a full list of topics that are available 24 hours a day.

**1-800-700-9184 for English or
1-855-658-9250 for Spanish
TTY: 711**

Nurse HelpLine AudioHealth Library

- To reach the NurseLine AudioHealth Library, just call **1-800-700-9184** for English, or **1-855-658-9250** for Spanish, and **Press 3**. TTY users can call **711** and **Press 3**.
- Enter the **4-digit topic number** followed by the **#** sign.

Abdominal Problems

- 1600 Appendicitis
- 1451 Constipation
- 1618 Crohn's Disease
- 1260 Dehydration
- 1452 Diarrhea Medications
- 1605 Diverticulosis
- 1402 Food Poisoning
- 1608 Gallstones
- 2154 Gallbladder Surgery
- 1612 Gastroesophageal Reflux Disease (GERD)
- 1610 Heartburn
- 1952 Hepatitis A
- 1403 Hernia
- 1603 Inflammatory Bowel Disease
- 1611 Irritable Bowel Syndrome
- 2576 Kidney Stones
- 1462 Nausea and Vomiting
- 1609 Rectal Problems
- 1613 Ulcers
- 2257 Urinary Incontinence
- 1291 Urinary Tract Infections in Teens and Adults

Allergies

- 1000 Allergies
- 2770 Drug Allergies
- 1002 Food Allergies
- 1007 What About Allergy Shots?

Back and Neck Pain

- 1450 Low Back Pain
- 1463 Herniated Disk
- 1457 Neck Pain
- 2174 Should I Have Surgery for a Herniated Disk?

Bone, Muscle and Joint Problems

- 1030 Arthritis

- 1780 Bunions
- 2103 Tendon Injury
- 1781 Calluses and Corns
- 2104 Carpal Tunnel Syndrome
- 1038 Fibromyalgia
- 1039 Gout
- 1784 Plantar Fasciitis
- 1031 Juvenile Rheumatoid Arthritis
- 1033 Lupus
- 2106 Muscle Cramps and Leg Pain
- 2259 Osteoarthritis
- 1032 Osteoporosis
- 1034 Rheumatoid Arthritis
- 2169 Rotator Cuff Disorders
- 1456 Sports Injuries
- 2105 Ankle Sprain
- 2151 Surgery for Carpal Tunnel Syndrome
- 1461 TM Disorders

Cancer

- 1105 Cancer Pain
- 1110 Colon Polyps
- 1113 Colorectal Cancer
- 1120 Women's Cancers
- 1124 Lung Cancer

Chest, Respiratory and Circulatory Problems

- 1981 Asthma in Teens and Adults
- 1908 Atrial Fibrillation (irregular heartbeats)
- 1983 Bronchitis
- 1915 Cardiac Rehabilitation
- 1903 Causes of Heart Attack
- 1900 Chest Pain
- 1976 Chronic Obstructive Pulmonary Disease (COPD)
- 1400 Colds
- 1907 Heart Failure

- 1455 Fever
- 1904 Heart Attack Prevention
- 1401 Influenza (Flu)
- 1648 Laryngitis
- 1910 Mitral Valve Prolapse
- 1911 Pacemakers
- 1986 Pneumonia
- 1406 Sinusitis
- 1459 Strep Throat
- 1081 Stroke Rehabilitation
- 1460 Swollen Lymph Nodes
- 1912 Varicose Veins
- 1407 Viral and Bacterial Infection

Chronic Conditions

- 1060 ALS (Lou Gehrig's Disease)
- 1061 Alzheimer's Disease
- 1071 Dementia
- 1950 Chronic Fatigue Syndrome
- 2570 Chronic Kidney Disease
- 1063 Epilepsy
- 1953 Hepatitis B
- 1909 High Blood Pressure
- 1832 High Cholesterol
- 2623 Iron Deficiency Anemia
- 1959 Living with HIV Infection
- 1065 Multiple Sclerosis
- 1066 Parkinson's Disease
- 1512 Prediabetes
- 2550 Hypothyroidism
- 1508 Type 1 Diabetes
- 1500 Type 2 Diabetes
- 1501 Type 2 Diabetes: Living with Complications
- 1502 Type 2 Diabetes: Living with the Disease
- 1503 Type 2 Diabetes: Recently Diagnosed

Ear, Nose and Throat

- 1453 Benign Paroxysmal Positional Vertigo
- 1264 Ear Infections
- 1640 Earwax
- 1646 Hearing Loss
- 1641 Inner Ear Infection (Labyrinthitis)
- 1644 Meniere's Disease
- 1643 Swimmer's Ear

Eye Problems

- 1516 Diabetic Retinopathy
- 1700 Eye Problems
- 2152 Cataract Surgery
- 1709 Cataracts
- 1710 Color Blindness
- 1703 Contact Lenses
- 1708 Pink Eye
- 1705 Eye Injuries
- 1717 Floaters and Flashes
- 1712 Glaucoma
- 1711 Macular Degeneration
- 1716 Should I Have Surgery for Nearsightedness (laser surgery)?
- 1713 Strabismus
- 1707 Styes
- 1702 Vision Tests

First Aid and Emergencies

- 1750 Animal and Human Bites
- 1761 Burns
- 1255 Choking Rescue Procedure
- 1762 Cuts
- 2337 Frostbite
- 1901 Heart Attack
- 1759 Heat Exhaustion and Heat Stroke
- 2256 Hypothermia
- 2203 Rescue Breathing and CPR

- 1751 Insect and Spider Bites and Stings
- 1458 Nosebleeds
- 1763 Poisoning
- 1764 Puncture Wounds
- 1766 Removing Splinters
- 1752 Snake Bites
- 1067 Stroke
- 1754 Tick Bites

Headaches and Nervous System Problems

- 1062 Bell's Palsy
- 1515 Diabetic Neuropathy
- 1068 Guillain-Barré Syndrome
- 1064 Encephalitis
- 1405 Migraine Headaches
- 1404 Tension Headaches

Home Health Medicines and Supplies

- 2000 Bulking Agents and Laxatives
- 2007 Cold and Allergy Remedies
- 2003 Cough Preparations
- 2002 Decongestants
- 1270 How to Take a Temperature
- 2001 Pain Relievers
- 1758 Self-Care Supplies

Infant and Child Health

- 1250 ADHD
- 1251 Bed-wetting
- 2753 Bottle-feeding
- 1254 Chickenpox
- 1278 Childhood Rashes
- 1256 Circumcision
- 1257 Colic
- 1258 Croup
- 1261 Newborn Rashes and Skin Conditions
- 1080 Dyslexia
- 2436 Fetal Alcohol Syndrome
- 1253 Fever, Age 3 and Younger
- 1267 Fifth Disease
- 1268 Growth and Development of the Newborn
- 1269 Hand-Foot-Mouth Disease
- 1837 Healthy Eating for Children
- 1272 Impetigo

- 1274 Measles
- 1275 Mumps
- 1280 Pinworms
- 1259 Reye's Syndrome
- 1283 Roseola
- 1284 Rubella (German Measles)
- 1287 Sudden Infant Death Syndrome (SIDS)
- 1288 Teething
- 1247 Temper Tantrums
- 1292 Thrush
- 1289 Thumb-Sucking
- 1290 Toilet Training
- 1293 Urinary Tract Infections in Children

Infectious Diseases

- 1408 Avian Influenza (Bird Flu)
- 1951 Infectious Mononucleosis
- 1956 Tuberculosis
- 1965 West Nile Virus

Living Healthy

- 1279 Immunizations
- 1295 Early Disease Detection
- 1830 Healthy Lifestyle
- 1831 Dietary Guidelines for Americans - 2005
- 1833 Fitness
- 1834 Healthy Weight
- 1835 Mind-Body Connection
- 1838 Alcohol and Drug Problems
- 1841 Be Tobacco-Free
- 1853 Healthy Eating
- 1964 Stress Relief Relaxation Skills
- 2204 Travel Health
- 2428 Treatment for Alcohol Problems
- 2435 Teen Alcohol and Drug Abuse

Medical Tests and Procedures

- 1506 Home Blood Sugar Monitoring
- 1532 Exercise Electrocardiography (Stress Test)
- 1533 Complete Blood Count (CBC)

- 1534 Chest X-ray
- 1535 Chorionic Villus Sampling
- 1536 CT Scan of the Body
- 1537 Electroencephalogram (EEG)
- 1538 Electrocardiogram (EKG or ECG)
- 1539 Electromyography (EMG)
- 1540 Barium Enema
- 1541 Upper Gastrointestinal (GI) Series
- 1542 Magnetic Resonance Imaging
- 1546 Lung Function Tests
- 1547 Abdominal Ultrasound
- 2155 Cystoscopy
- 2156 Dilation and Curettage for Menopause
- 2157 Episiotomy
- 2158 Surgery for Hemorrhoids
- 2159 Hernia Surgery
- 2160 Hip Replacement Surgery
- 2162 Knee Arthroscopy
- 2163 Knee Replacement Surgery
- 2164 Laparoscopy
- 2165 Ear Tubes
- 2171 Tonsillectomy and Adenoidectomy
- 2503 Shared Decisions About Surgery

Men's Health

- 1128 Prostate Cancer
- 1545 Prostate-Specific Antigen Test (PSA Test)
- 2031 Hair Loss
- 2032 Erection Problems
- 2034 Benign Prostatic Hyperplasia (Enlarged Prostate)
- 2036 Male Genital Problems and Injuries
- 2167 TURP for BPH
- 2173 Vasectomy - Permanent Sterilization

Mental Health Problems and Mind-Body Wellness

- 1069 Bipolar Disorder
- 1070 Schizophrenia
- 1061 Alzheimer's Disease
- 1071 Dementia

- 1230 Domestic Violence
- 1240 Child Abuse and Neglect
- 1845 Stress Management
- 2051 Obsessive-Compulsive Disorder
- 2052 Anorexia Nervosa
- 2053 Bulimia Nervosa
- 2055 Panic Attacks and Panic Disorder
- 2057 Depression
- 2059 Grief
- 2063 Social Anxiety Disorder
- 2066 Suicide

Partnership with Your Doctor

- 1202 Caregiver Tips
- 1800 Making Wise Health Decisions
- 1801 Work in Partnership with Your Doctor
- 1802 Finding a Doctor Who Will Be a Partner



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Senior Health

- 1836 Physical Activity for Older Adults
- 2004 Prevent Medication Errors
- 2006 What are Medical Errors?
- 2240 Hospice Care
- 2245 Care at the End of Life
- 2251 Healthy Aging
- 1901 Heart Attack
- 1067 Stroke
- 1081 Stroke Rehabilitation
- 2257 Urinary Incontinence

Sexual Health

- 1848 Sexually Transmitted Diseases
- 1957 HIV Infection and AIDS
- 2307 Chlamydia
- 2308 Genital Herpes
- 2309 Genital Warts
- 2310 Gonorrhea
- 2311 Syphilis
- 2315 Trichomoniasis
- 2600 Birth Control

Skin Problems

- 1129 Skin Cancer, Melanoma
- 1130 Skin Cancer, Nonmelanoma

- 1273 Lice
- 1296 Scabies
- 1755 Blisters
- 2261 Ingrown Toenails
- 2330 Acne
- 2332 Boils
- 2333 Cold Sores
- 2334 Dandruff
- 2336 Atopic Dermatitis
- 2343 Rashes
- 2344 Psoriasis
- 2346 Fungal Nail Infections
- 2349 Shingles
- 2352 Sunburn
- 2353 Warts

Sleeping Disorders

- 2400 Insomnia
- 2403 Sleep Apnea
- 2406 Snoring

Women's Health

- 1107 Mammogram
- 1111 Ovarian Cancer
- 1112 Polycystic Ovary Syndrome
- 1211 Multiple Pregnancy: Twins or More
- 1504 Gestational Diabetes
- 1531 Breast Biopsy

- 1544 Pelvic Exam and Pap Test
- 1548 Ultrasound for Normal Pregnancy
- 2033 Infertility
- 2039 Sexual Dysfunction in Women
- 2172 Tubal Ligation and Tubal Implants
- 2312 Pelvic Inflammatory Disease
- 2426 Precautions During Pregnancy
- 2640 Bacterial Vaginosis
- 2643 Vaginal Yeast Infections
- 2650 Menopause and Perimenopause
- 2651 Hormone Therapy
- 2670 Missed or Irregular Periods
- 2672 Endometriosis
- 2673 Uterine Fibroids
- 2674 Hysterectomy
- 2675 Dysfunctional Uterine Bleeding
- 2677 Functional Ovarian Cysts
- 2678 Menstrual Cramps
- 2680 Toxic Shock Syndrome
- 2700 How to Make a Healthy Baby
- 2701 Home Pregnancy Test

- 2702 Abortion
- 2704 Danger Signs During Pregnancy
- 2705 Pregnancy
- 2706 Symptoms and Stages of Pregnancy
- 2707 Symptoms and Stages of Labor
- 2708 Diet During Pregnancy
- 2709 Exercise During Pregnancy
- 2710 Rubella and Pregnancy
- 2714 Amniocentesis
- 2717 Miscarriage
- 2719 Stretch Marks
- 2720 Cesarean Section
- 2723 Pelvic Organ Prolapse
- 2724 Premenstrual Syndrome (PMS)
- 2750 Postpartum Depression
- 2751 Breast-feeding
- 2752 Complications After Delivery
- 2754 Labor, Delivery and Postpartum Period
- 2755 Mastitis While Breast-feeding
- 2756 Rh Sensitization During Pregnancy
- 2757 Weaning

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This information is not a complete description of benefits. Contact the plan for more information. Limitations may apply. Benefits may change upon renewal.

The information contained in this program is for general guidelines only. Your doctor will be specific regarding recommendations for your individual circumstances. Trade names of commonly used medications and devices are provided for ease of education but are not intended as particular endorsement. Your doctor may choose to use items not represented here. Recommended treatments may not be covered under your health plan.

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