

### Notice of Nondiscrimination

Security Health Plan of Wisconsin, Inc., complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status.

### Limited English Proficiency Language Services

**ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you.

Call 1-800-472-2363 (TTY: 711).

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-472-2363 (TTY: 711).

**LUS CEEV:** Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-472-2363 (TTY: 711).

**SecurityHealth Plan**<sup>SM</sup>

Promises kept, plain and simple.<sup>®</sup>

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**7 DAYS  
A WEEK**

**24-hour Nurse Line  
Care My Way<sup>®</sup>**

**SecurityHealth Plan**<sup>SM</sup>

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# Receiving care after hours

1-800-549-3174

You have a 103° fever.



Is your condition serious enough to go to the emergency room?

Should you make a doctor's appointment for the next day?

What steps can you take?

## Start by calling our 24-hour Nurse Line.

Call 1-800-549-3174 or TTY 711 

A registered nurse will ask you about your health problem

The nurse will advise you based on your responses. The nurse may:

provide instructions for care at home



refer you to a Care My Way nurse practitioner if you describe symptoms related to a common health condition



urge you to visit your physician



urge you to visit Urgent Care or the emergency department



\* Our 24-hour Nurse Line is available seven days a week, including holidays.

If you need to talk to a provider after hours, you may call the provider's office. You may also call Security Health Plan's 24-hour Nurse Line at 1-800-549-3174, seven days a week, including holidays, to connect with a registered nurse who can help answer any of your health care questions. The registered nurse will provide advice for seeking care or instructions for care at home.

### Care My Way®

Symptoms of certain minor illnesses can be all too familiar, but a trip to the doctor's office can take time and energy you don't have. Call Care My Way instead. For many common health conditions, you can talk to one of our nurse practitioners who can verify your symptoms and, if needed, call a prescription into the pharmacy of your choice – saving you time and hassle. Depending on your insurance coverage, there may be a small cost. For a complete list of conditions Care My Way can treat, and more information about the service, go to: [www.securityhealth.org/CareMyWay](http://www.securityhealth.org/CareMyWay). Care My Way services are available in Wisconsin, Minnesota and Michigan.

There's an app for that!  
Download the Care My Way app for health advice and care on the go.

