

**Notice of nondiscrimination and limited English proficiency services**

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, age, disability or sex.

**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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715-221-9555  
TTY 711  
Fax 715-221-9500  
[www.securityhealth.org](http://www.securityhealth.org)



**7**  
DAYS  
A WEEK

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

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

Promises kept, plain and simple.

**Your child has a 103-degree fever. Is her 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 to help her? Let our *24-hour Nurse Line* and *Care My Way*<sup>®</sup> program answer these questions for you.**



## **24-hour Nurse Line**

Our **24-hour Nurse Line**, available seven days a week including holidays, connects you with a registered nurse who can help answer any of your health care questions.

Simply call 1-800-549-3174 or TTY 711 if you're hearing or speech impaired. Here's what you can expect when you call the Nurse Line:

- A registered nurse will ask you about your health problem.
- If your child's symptoms are serious, the nurse may recommend you visit a physician, urgent care or the emergency department. In the event of an emergency, you may be instructed to call 911 or your local emergency number.
- If your symptoms are not serious, the nurse may give you instructions for care at home.

If you or your child describe symptoms related to a common health condition such as pink eye or a sinus infection when you call the Nurse Line, you may be referred to a Care My Way<sup>®</sup> nurse practitioner.



## **Care My Way**<sup>®</sup>

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. With **Care My Way**<sup>®</sup> you can talk to one of our nurse practitioners for many common health problems. The nurse practitioner can verify your symptoms and offer a diagnosis, sound advice and, if needed, call a prescription into the pharmacy of your choice – saving you time and hassle.

**Care My Way**<sup>®</sup> is available from 7 a.m. to 9 p.m., seven days a week. Depending on your coverage, there might be a cost to you. However, in most cases, the cost is less than what you'd pay for a doctor's office visit.

*Care My Way services are only available in Wisconsin, Minnesota and Michigan.*

For a complete list of conditions **Care My Way**<sup>®</sup> can treat, and more information about the service, go to: **[www.securityhealth.org/CareMyWay](http://www.securityhealth.org/CareMyWay)**.

What questions can we answer for you today? Call us at **1-800-549-3174**.