

A photograph of a young woman with dark hair pulled back, wearing light blue scrubs, smiling warmly at the camera. In the background, several other healthcare professionals in scrubs are blurred, suggesting a busy hospital or clinic environment. The image is framed with a curved top edge.

24-Hour Nurse Line Audio Health Library

1-800-333-3275

(Hearing impaired members call Relay Oklahoma TTY/TDD 1-800-722-0353 and ask the operator to call 1-800-333-3275 and select the appropriate option.)

H4198_Nurseline Booklet

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Disclaimer

The Audio Health Library is provided for informational purposes only. It is not intended to be used to diagnose or treat any health condition, nor is it intended to be a substitute for medical advice obtained from a qualified health care professional.

The fact that CommunityCare makes information available through the Audio Health Library regarding a variety of health issues and medical conditions should not be construed to mean that coverage is available for that health issue or medical condition under a policy of individual or group health insurance issued by CommunityCare. Please refer to your health plan's policy and/or schedule of benefits for information regarding coverage of particular health issues or medical conditions.

Welcome to the 24-Hour Nurse Line

Get Medical Advice at any Time

You may call the nurse line 24 hours a day, seven days a week, including weekends and major holidays. Registered nurses are standing by on the telephone with confidential medical advice. They can help you decide what to do about your health problems, whether you need home treatment with over-the-counter medications, a prescription refill or a visit to an urgent care center. Don't ever hesitate to call - the nurses are always available to assist you.

When Should I Call?

If You Need Medical Advice:

- A fever that won't go away
- A bad sore throat
- A late night injury

If You Need Medical Education:

- How much Tylenol is the correct dosage?
- I was just diagnosed with arthritis.
- I need help managing my diabetes.

Audio Health Library: Easily Accessible Health Information

The nurse line also has an Audio Health Library you can access for professional, up-to-date health information on more than 400 topics. Each topic can assist you in making informative healthcare decisions. The Audio Health Library is available 24 hours a day and is completely confidential. Select one or multiple topics at a time.

How Do I Access the 24-Hour Nurse Line?

- Call **1-800-333-3275** (Hearing impaired members call Relay Oklahoma TTY/TDD **1-800-722-0353** and ask the operator to call **1-800-333-3275** and select the appropriate option.)
- Listen for the 24-hour nurse line prompt
- Press **"1"** to speak to a nurse or press **"2"** to access the Audio Health Library
- If you choose the Audio Health Library, select a topic you would like to hear from the topic list
- Enter the **4-digit topic code**
- Listen to the topic
- Enter a new 4-digit topic code at any time while listening to your current topic to advance to a new topic

NOTE: If this is an emergency, please dial **911** or your local emergency medical service.

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CommunityCare Advantage Medicare Plan
Williams Center Tower II
Two West Second Street, Suite 100
Tulsa, Oklahoma 74103
1.800.333.3275
TTY/TDD 1.800.722.0353
www.cokadvantage.com