



Get Connected to Our Health Professionals

How long is a cold contagious? Are tanning beds safe? Can all breeds of dog trigger an allergy attack? Our Nurse Line is designed for just these kinds of questions.

24/7 Nurse Line and Live Chat

You may wonder who you can speak with when you have everyday health questions like the ones described above, or even when you're faced with a situation that might be more serious.

But getting information is as easy as calling the **24/7 Nurse Line** through Horizon Blue Cross Blue Shield of New Jersey. Our Nurse Line was created specifically to give you reliable health information for getting and staying well. The nurses are experienced professionals who can provide doctor-approved information to help you make informed health care decisions.

When you call, a registered nurse can speak to you about:

- What level of care (such as urgent care or self-care) may be best for your needs
- A diagnosis from your doctor
- Nutrition and which exercises can help you maintain a healthy weight

- Information about health screenings and immunizations.
- General health questions

The nurse line is always available. To speak with a nurse, call **1-888-624-3096**. If you have hearing or speech difficulties, please call the TTY/TTD line at **711**.

However, if you're among those who prefer to look up health information online, you may prefer using our **Live Chat**. It's easy to get overwhelmed with often conflicting and outdated information online, but with our service, you can have an individual, secure and confidential online discussion with a health care resource—24 hours a day.

During your chat, the health care resource can display Web pages and suggest other relevant resources. At the end of the chat, you can request a transcript of your conversation and Web pages for reference.

To use this service, visit HorizonBlue.com and sign into **Member Online Services**.

These programs are for informational purposes only. Our health care professionals cannot provide a diagnosis or recommend specific treatment. They are not a substitute for a doctor's care. The 24/7 Nurse Line services are not an insurance program and may be discontinued at any time. In the event of an emergency, members should go to the nearest hospital or doctor or call **911** or the local emergency services number.

Not all programs are available to all Horizon BCBSNJ members. Please check with your benefits administrator to determine if you are eligible for these programs.

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Learn more about the Nurse Line at HorizonBlue.com/Nurseline