

Florida Health Care Plans is pleased to announce our Nurse Advice Line service for our members available 24x7x365, through a partnership with Carenet Healthcare Services.

You can't predict when you or your child will become ill or need urgent medical assistance. Nothing is more comforting than having an experienced, compassionate nurse available anytime to answer your health questions, assess symptoms, and provide care recommendations

Staffed by highly skilled, registered nurses, the Carenet Nurse Advice team is available 24/7 to assist our members with their health concerns in both English and Spanish. Through a call center triage module, nurses have access to the most trusted clinical information in the industry, including more than 400 symptom-based triage guidelines specifically written for adult, women's, pediatric, and behavioral health topics.

In addition to providing triage care for current symptoms; the nurses can also help our members better understand their diagnoses, prescribed medications and where and when to go for more help.

The following is a sampling of the services provided by this 24/7 Nurse Advice Line:

- Symptom assessment and triage
- Urgent and non-urgent care advice
- Program, physician, and facility referrals
- Drug and medication information
- Recommendations or condition explanations
- Health information

Through symptom analysis, the Advice Line Registered Nurses relieve members' stress by directing them to the right care at the right facility at the right time; saving everyone time and money. Too often, the emergency room is used for non-emergency reasons. Using the Nurse Advice Line to quickly and accurately assess a patient's condition and determine the appropriate treatment for their issue, has proven to get members the care they need and also to reduce unnecessary doctor and ER visits. In fact, more than 30% of the calls to our Nurse Advice Line are resolved with at-home treatment.

The Nurse Advice Line does not replace your physician but compliments their care for you. Members are encouraged to discuss all of their health concerns with their physician. However, the opportunity to discuss additional symptom or disease-related information or to ask a health-related question at any time, day or night is one more way FHCP members can take an active role in their healthcare.

On Monday, November 8, 2010, members can call a toll free at **1 - 866 - 548 - 0727** to speak with an Advice Line Registered Nurse. Additionally, in the very near future, members will be able to email their health-related questions to the Nurse Advice Line and receive a response via secure email within twenty-four (24) hours.

Another exciting benefit to the 24/7 Nurse Advice Line for FHCP members is the option to access a 24-hour Audio Health Library. This audio library contains over 1,500 English and Spanish topics as well as current community health concerns and announcements.

We encourage our members to take advantage of this exciting new service.

For questions concerning this service, call Quality Management @ (386) 676-7150 or email @ dm@fhcp.com.