



Personalized Support | Trusted Guidance | 24/7 Access

Advice from a registered nurse is just a phone call away.

Horizon understands how important it is for members to get the health information they need quickly. The Horizon 24/7 Nurse Line makes it easy for members to get answers to everyday health questions – and if a more serious situation arises, to know what level of care may be best for their needs. Members can simply call **1-888-624-3096**.

Members get peace of mind.

The 24/7 Nurse Line provides trusted health information for getting and staying well at no cost to members. Nurses can answer questions and provide physician-approved information on a wide range of medical conditions to help guide health care decisions.

EXPERIENCE

The 24/7 Nurse Line is staffed by caring registered nurses with an average of 15 years of clinical experience.

CONFIDENTIALITY

Members can be assured that the information they convey to nurses is kept confidential.

DIRECT ACCESS

Members can connect with health care professionals at any time of the day or night, quickly and easily.

Nurse guidance can help avoid unnecessary costs.

Callers with symptoms frequently require a lower level of care than they were intending before accessing the 24/7 Nurse Line. Experienced nurses assess the best level of care for each symptomatic caller's needs, which ultimately saves costs.

84%

of callers intending to visit the ER are redirected to a lower level of care*

68%

of callers with symptoms are redirected to a more appropriate level of care*

Nurses also enhance member safety:

2%

of callers intending to care for themselves are redirected to an ER*

Registered nurses can help Horizon members understand:



- What level of care (such as urgent care or self-care) may be best for their needs
- A diagnosis from their doctor
- Nutrition and exercise options that may be right for them
- Health screening and immunization recommendations
- General health education and information



*Horizon & Carenet Executive Summary Q1 2021 – 31st March, 2021

The 24/7 Nurse Line is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment. It is not a substitute for your physician's care. The 24/7 Nurse Line is not an insurance program and may be discontinued at any time. In the event of an emergency, please go to the nearest hospital emergency room or call 911 or your local emergency services number.

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