

# Anthem Resources (NurseLine) & Online Tools

## Call a 24-hour NurseLine For Your Health Questions

It's after hours and you have a fever that won't go down. Who can help you decide what to do?

Call the free and confidential NurseLine to get advice from a qualified registered nurse anytime. While 24/7 NurseLine may be the first line of defense for the unexpected, it's also part of Anthem's whole-health approach to care. The registered nurses can give you allergy relief tips and explain why urgent care makes more sense than the emergency room (ER). By reaching for your phone first, you can get the help you need. **Call 866-329-7148; available 24-hours (the number is also on the back of your Anthem ID card).**

### Qualified registered nurses can also:

- Help your employees find providers and specialists in the area
- Give referrals to LiveHealth Online, a tool that allows you to have live video chats with board-certified doctors using a smartphone, tablet or computer and webcam (see page 11)
- Enroll you and your dependents in valuable care management programs for certain health conditions
- Help you decide where to go for care when their doctor, dentist or eye doctor isn't available
- Provide guidance during natural catastrophes and health outbreaks
- Offer links to health-related educational videos or audio topics

24/7 NurseLine is connected with Anthem's other health and wellness programs; so your employees have access to the best resources for the best health results. Resources are also available for pregnancy and chronic conditions.



## Anthem Blue Cross Blue Shield Find a Doctor

1. Go to [Anthem.com/find-doctor](https://www.anthem.com/find-doctor)
2. You can look for a doctor by using either: Search as Member or Search as Guest. With Search as Member, you'll enter you'll create an Anthem username and password (you can also access by typing in the Member ID Number on your Anthem ID card). With Search as Guest, you'll want to be sure that you select the applicable plan network to see information specific to the Amcor plan that applies to you
3. Select the Find Care option on the welcome menu
4. You can search for a doctor nearby by using your zip code, or use the doctor's name if you're searching for a particular provider
5. After clicking on a provider, you can get details like: physician specialties, languages spoken, a map of their office location, gender, and training. Grand Rounds can also be contacted to assist finding a provider, please see page 20.