

Frequently Asked Questions Healthfirst Nurse Help Line

What is the Healthfirst Nurse Help Line?

The Healthfirst Nurse Help Line is a new no-cost service for Healthfirst Medicare Advantage plan members seeking answers to health-related questions. It also helps members to get access to care for urgent and non-life-threatening events and is available 24 hours a day, 7 days a week. All communications to members will highlight that the Nurse Line is not a substitute for medical advice from their doctor. For life- or limb-threatening emergencies, members are told to please call 911 or their local emergency services immediately.

What are some examples of the type of questions members may have when calling the Healthfirst Nurse Help Line?

*I fell down and hit my head – should I go to urgent care or the emergency room?
I don't know what my cholesterol test means – can you explain it to me?
How do I know if I have a cold or if it's the flu?
Can you help me find a regular doctor?*

What is the phone number for the Healthfirst Nurse Help Line?

Medicare members can call the Healthfirst Nurse Help Line at **1-855-NURSE33** (1-855-687-7333) (TTY: 711).

FIDA members can call the Healthfirst Nurse Advice Line at **1-844-867-7344** (TTY: 711).

Both are available 24 hours a day, 7 days a week.

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