



24 Hour Nurse Advice Line

Members may call 1-888-275-8750 (TTY/TDD users call 711) anytime they are experiencing symptoms or need health care information. Registered nurses are available (24) hours a day, seven (7) days a week, to assess symptoms and help make good health care decisions.

Molina Medicare is committed to helping our members:

- Prudently use the services of your office
- Understand how to handle routine health problems at home
- Avoid making non-emergent visits to the emergency room (ER)

These registered nurses do not diagnose, they assess symptoms and guide the patient to the most appropriate level of care following specially designed algorithms unique to the Nurse Advice Line. The Nurse Advice Line may refer back to the PCP, Urgent Care, Home Care, 911 or the ER. By educating patients, it reduces costs and over utilization on the health care system.