

24-Hour NurseLine

Help when you need it!



Let's face it, medical situations don't always happen during business hours. What do you do when you know it's not life threatening but you need advice? Call the 24-Hour NurseLine!

Available 24-hours, 7 days a week. You can call our free 24-Hour NurseLine any time of the night or day to receive trusted health information and advice from the comfort of your home. A nurse will call you back with additional advice and information based on your health questions and needs.

Not sure where to go for help?

You can always call the 24-Hour NurseLine for care advice based on your symptoms, or refer to the tips below.

24-Hour NurseLine

- It's after hours and you have a health related question.
- You need to speak to a medical professional to see if you should go to the doctor or not.
- You have a medical question but don't think you need a doctor.

Urgent Care

- You need care but it isn't life threatening.
- For illness such as: cold, flu, bronchitis, sinus infections, strep throat, ear infections, vomiting, and diarrhea.
- For injuries such as: bumps, bruises, nose bleeds, minor burns, simple fractures, cuts, and dislocations.

Emergency Room

- It's life threatening.
- If you experience trouble breathing, chest pain, choking, severe head injury, seizure, severe burns, heavy bleeding, and other life threatening conditions.
- If it's an emergency, call 911 or go to the emergency room.

24-Hour NurseLine
Available 24-hours a day, 7 days a week
(855) 834-6150 Toll-free
(844) 514-3774 TTY



Have questions? We're here to help. Contact our Customer Service team at:

- (888) 863-3637 Toll-free
- (800) 729-2900 TTY

We're open:

October 1 - February 14:
8:00 a.m. - 8:00 p.m. local time zone, seven days a week

February 15 - September 30:
8:00 a.m. - 8:00 p.m. local time zone, Monday - Friday

PacificSource Community Health Plans is an HMO/PPO plan with a Medicare contract. Enrollment in PacificSource Medicare depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-pays, and restrictions may apply. Benefits co-pays or co-insurance may change on January 1 of each year.