

## The CIGNA HealthCare 24-Hour Health Information Line.<sup>SM</sup>

Call us if you're concerned, or just curious.

The CIGNA HealthCare 24-Hour Health Information Line is a helpful service available to CIGNA HealthCare members.

- Depend on it for helpful, everyday health information on all sorts of subjects, from sleeplessness to sunburn. Call anytime.
- When you are concerned about a specific health problem, you can choose to speak with a registered nurse who will give you advice about self-care or direct you to the most appropriate facility for care.
- Use it to access the health information library and listen to audio tapes on a wide variety of health-related topics.

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**CIGNA HealthCare**  
*A Business of Caring.*

558713h 5/06 ©2006 CIGNA



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CIGNA HealthCare  
**24 Hour Health Information Line<sup>SM</sup>**

Helpful Information  
and Access to Nurses  
Anytime, Day or Night



**CIGNA HealthCare**

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**Helpful health information by phone  
24 hours a day, every day, from any  
phone, nationwide.**

Your telephone is now a valuable health information resource. Simply call the CIGNA HealthCare 24-Hour Health Information Line<sup>SM</sup> for helpful, reliable information on a wide range of health topics. You can call 24 hours a day, any day of the year, from wherever you are in the U.S., and the call is always toll-free.

**Use the Health Information Library to  
listen to taped programs on hundreds  
of different topics.**

You can listen to tapes on topics including aging, women's health, nutrition and surgery. The tapes are regularly updated to include new treatments and medical data. You can listen to as many tapes as you like.

**Nurses are always standing by.**

You can speak with a health information nurse at any time during your call — even if you're in the middle of a health information library tape. Our system can quickly and automatically connect you with a nurse.

**Registered nurses are on duty  
around the clock.**

When you call the 24-Hour Health Information Line, you can choose to speak with a registered nurse. The nurse will ask you a few questions about your symptoms and situation, then direct you to the type of care that should make you more comfortable.

- If your condition doesn't require immediate care, the nurse will give you self-care tips to use until you see the doctor.
- If you need urgent care, the nurse will direct you to the nearest CIGNA HealthCare participating provider and help you with any necessary authorization.
- If it appears that you need emergency care, the nurse will direct you to call 911 or other emergency services in your area. The nurse will help you access the appropriate services.
- If you are directed to seek immediate medical attention, we'll provide your Primary Care Physician with the details (if you have a PCP coordinating your care). This information becomes a part of your medical records to update your health status and to alert your doctor to the need for any necessary follow-up care.

**Simple to Use, Easy to Understand.**

- Follow the simple instructions that quickly guide you to the information you need. If you have a rotary-dial phone, stay on the line for assistance.
- You can start, stop or replay a program using your phone's keys.
- If you want to hear another program on other subjects, you can. There's no limit to the number of programs you can request in a single call.
- If you want to speak with a nurse, you can do so at any time.

***Helpful. Easy. Convenient.***

*Just call the toll-free number on your CIGNA HealthCare ID card.*