“The nurses are very knowledgeable. They take the time to find out exactly what’s wrong, so I can make a better decision.”
Speak with a trained nurse to help you determine the care you need

Your coverage with Medical Mutual provides access to highly-trained and experienced nurses available 24/7 to help you:

- Advise you personally, no matter the size of the concern
- Provide easy-to-understand explanations about medical tests and results
- Talk you through self-care for treating minor medical conditions at home
- Help determine if you need to visit your doctor, an urgent care clinic or the emergency room
- Use nationally accredited guidelines to assess symptoms
- Connect you with your primary care provider (PCP), specialist or in-network emergency room if necessary
- Connect you with a nursing home or alternate point of care
- Schedule next-day appointments with your PCP if needed
- Stay on the line until you feel you understand next steps

Highly trained and experienced nurses to take your call
Call toll-free to speak with a medically trained, compassionate nurse anytime, day or night, whenever you have a health concern to help you understand your situation and determine next steps.

Health counseling, education and help with symptom identification
The nurse will evaluate your symptoms, provide an assessment and help you take the most appropriate action. Medical Mutual’s Nurse Line staff will help you make the most informed decisions about how to handle a wide variety of health and wellness concerns and connect you with the appropriate resources. If it’s an emergency, the nurse will tell you what steps to take immediately and will follow up later to see how you’re feeling.

Nurse Line is a valuable health benefit
Nurse Line is available 24/7 to help you address a wide range of health concerns. There is no added charge and you will always speak with a live nurse first without being triaged or put on hold.