



Health resources and support

Brought to you on behalf of the Northwest Laborers-Employers Health & Security Trust

Health questions? Ask a nurse

It's after hours and you or a dependent have pain, an injury, or a fever you can't shake—call the 24-Hour NurseLine.

When you contact the 24-Hour NurseLine, you'll talk to a registered nurse who asks you questions and helps you decide what to do. Advice is just a phone call away—24 hours a day, 7 days a week, 365 days a year.

Get advice fast from wherever you are with the 24-Hour NurseLine. When you call the 24-Hour NurseLine:

- Your call is answered quickly by a registered nurse.
- The nurse asks you questions and helps you decide what to do.
- The nurse stays on the line as long as it takes to assist with your decision.
- Your call is free and confidential.

Always call 911 or your local emergency number if you have a medical emergency.

The phone number for the 24-hour nurseline is 800-755-0011 and is also located on the back of your premera ID card.

The doctor will see you now

Whether you're at home or on the road, Teladoc can be your go-to resource for convenient, quality medical care.

- Medical care
- Dermatology care
- Behavioral health services

With your health plan, you and your covered dependents can get virtual medical, dermatology, and behavioral health care by phone or video from board-certified physicians for common conditions like cold or flu symptoms, ear infections, acne, anxiety, stress, and more.

Doctors can diagnose you and then prescribe any needed medications, saving you a trip to the urgent care clinic or the emergency room.

Here's how to get started:

- Visit teladoc.com/premera
- Click Set Up Account
- Enter required information, including the fields on the My Medical History tab

Once your account is set up, a doctor is just a call or click away. Add the Teladoc phone number to your cell phone so care is always at your fingertips: **855-332-4059**.

Baby on the way?

Get ready with the BestBeginnings program. This Premera Blue Cross maternity resource provides:

- Pregnancy support with the free BestBeginnings mobile app
- Newborn support for babies who need care in the neonatal intensive care unit (NICU)

If you download the app and take the pregnancy survey in the first 16 weeks of pregnancy, the \$500 deductible will be waived in the year the baby is born.

Start smart with the BestBeginnings app

- Review customized maternity information and create a personalized birthing plan
- Get alerts on pregnancy-related issues
- Set reminders for appointments, medications, exercise, and more
- Access a direct line to Premera's maternity specialists if issues arise

Download the free app today on Google Play or the App Store. Can't access the app? Call the Trust Office and ask for the paper copy of the survey: **206-282-3600** or toll free **800-826-2102**.

NICU program

If your baby is admitted to the NICU, Premera may provide you with a maternity clinician, depending on your situation. As your advocate, they will help you understand what is happening and help with any special needs when your baby comes home.

Need help with a chronic condition, illness, or hospitalization?

With your health plan, you have support at every stage of health. Premera has Personal Health Support clinicians who can provide assistance tailored to your needs.

Find out how to:

- Better manage a condition, such as asthma, diabetes, or heart disease
- Take care of yourself or a loved one to prevent readmission after a hospital stay
- Ask the right questions about an illness or procedure

For information, call **855-869-6775**.

Make sure you're covered

Did you know that many services and procedures require an OK for coverage from Premera before you get them? This is called prior authorization and it helps you avoid inappropriate or unnecessary medical treatment.

Your Premera in-network provider is familiar with this process and can request a prior authorization for you. Always ask your healthcare provider about requesting prior authorization before you schedule a service or procedure.

Discrimination is Against the Law

Premera Blue Cross (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, Fax: 425-918-5592, TTY: 711, Email AppealsDepartmentInquiries@Premera.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language Assistance

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855-605-3516 (TTY: 711).

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 855-605-3516 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 855-605-3516 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 855-605-3516 (TTY: 711) 번으로 전화해 주십시오.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 855-605-3516 (телетайп: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 855-605-3516 (TTY: 711).

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 855-605-3516 (телетайп: 711).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរទូរស័ព្ទ 855-605-3516 (TTY: 711)។

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。855-605-3516 (TTY:711) まで、お電話にてご連絡ください。

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች በነጻ ሊያግዙዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 855-605-3516 (መስማት ለተሳናቸው: 711)።

XIYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 855-605-3516 (TTY: 711). *ملحوظة:* إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 855-605-3516 (رقم هاتف الصم والبكم: 711).

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 855-605-3516 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 855-605-3516 (TTY: 711).

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 855-605-3516 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 855-605-3516 (TTY: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 855-605-3516 (ATS : 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 855-605-3516 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 855-605-3516 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 855-605-3516 (TTY: 711).

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 855-605-3516 (TTY: 711) تماس بگیرید.