

### Notice of Nondiscrimination

Security Health Plan of Wisconsin, Inc., complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, religion, disability, age, sex, gender identity, sexual orientation or health status.

### Limited English Proficiency Language Services

**ATTENTION:** If you speak a language other than English, language assistance services, free of charge, are available to you.

Call 1-800-472-2363 (TTY 711).

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-472-2363 (TTY 711).

**LUS CEEV:** Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-472-2363 (TTY 711).

## SecurityHealth Plan<sup>SM</sup>

Promises kept, plain and simple.<sup>®</sup>

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PO Box 8000  
Marshfield, WI 54449-8000

1-800-472-2363  
715-221-9555

TTY 711  
shpcsweb@securityhealth.org

[www.securityhealth.org](http://www.securityhealth.org)

# 24-hour Nurse Line

and

## Care My Way<sup>®</sup>



## SecurityHealth Plan<sup>SM</sup>

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# Receiving care after hours...

Call 1-800-549-3174

## You have a 103° fever.

Is your condition serious enough to go to the emergency room?

Should you make a doctor's appointment for the next day?

What steps can you take?



## Start by calling our 24-hour Nurse Line.

Call 1-800-549-3174 (TTY 711)

A registered nurse will ask you about your health problem.

The nurse will advise you based on your responses. The nurse may:



provide instructions for care at home



refer you to a Care My Way nurse practitioner if you describe symptoms related to a common health condition



urge you to visit your physician



urge you to visit urgent care or the emergency department

Care My Way and our 24-hour Nurse Line are available 7 days a week, including holidays.

## 24-hour Nurse Line

You may call Security Health Plan's 24-hour Nurse Line at 1-800-549-3174, 7 days a week, including holidays, to connect with a registered nurse who can help answer many of your health care questions. The registered nurse will provide advice for seeking care or instructions for care at home.

## Care My Way®

Symptoms of certain minor illnesses can be all too familiar, but a trip to the doctor's office can take time and energy you don't have. Call Care My Way instead. For many common health conditions, you can talk to one of our nurse practitioners who can verify your symptoms and, if needed, call a prescription into the network pharmacy of your choice – saving you time and hassle. Most members of Security receive unlimited visits with Care My Way covered with no out of pocket costs\*. For a complete list of conditions Care My Way can treat, and more information about the service, visit [www.securityhealth.org/CareMyWay](http://www.securityhealth.org/CareMyWay). Care My Way services are available 24 hours a day, 7 days a week, in all 50 states.

*\*Members of the Medicare Medical Savings Account plans and some Security Administrative Services plans will be responsible to pay the \$40 per visit Care My Way charge. Security Health Plan is not responsible for any tax-related charges for HSA plans.*

## There's an app for that!



Download the Care My Way app for a virtual visit and care on the go.

