NURSE
ADVICE LINE

Nurses Provide Assistance by Telephone

Nurse Advice Line provides TRICARE® beneficiaries with health care advice or same-day appointments for urgent health problems

Call the Nurse Advice Line:

- **Toll-free phone number:** 1-800-TRICARE (1-800-874-2273), option 1
- **Hours:** 24 hours a day, 7 days a week
- **Areas served:** Continental United States, Alaska, and Hawaii

The Nurse Advice Line, available at no cost to beneficiaries, helps callers make informed decisions about self-care at home or when to see a health care provider. The Nurse Advice Line is available 24 hours a day, 7 days a week. Nurse Advice Line registered nurses ask a series of questions about a caller's specific health concern and advise the caller on when and how to seek care for an urgent problem or give instruction on self-care at home.

If you need additional services such as prescription authorizations or refills, pharmacy locator services, referrals for other services, revisions to Defense Enrollment Eligibility Reporting System (DEERS) information, benefits and claims assistance, or ancillary services (e.g., labs, radiology), please contact your primary care manager (PCM) or health benefits advisor at your military hospital or clinic.

With the Nurse Advice Line, most TRICARE beneficiaries can access a team of registered nurses by telephone for advice about immediate health care needs.

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FREQUENTLY ASKED QUESTIONS

Should I call the Nurse Advice Line if I think I have a medical emergency?

No. If you believe you have a medical emergency, always call 911 or go to the nearest emergency room.

Should I call the Nurse Advice Line if I am unsure if my child or I need immediate care?

Yes, unless you perceive the problem to be life-threatening. The Nurse Advice Line helps you make informed decisions on when and how to seek care for an urgent problem or provides advice on self-care at home.

How can I reach the Nurse Advice Line?

Call the Nurse Advice Line toll-free number 24 hours a day, 7 days a week at **1-800-TRICARE** (**1-800-874-2273**) and select option 1.

Will I reach a live person when I call the Nurse Advice Line?

A person will always answer and stay with you on the call until you get the advice or access to the health care you need.

What kinds of questions will the nurse ask me?

Nurse Advice Line registered nurses ask questions about your specific health concern using scripts from evidence-based nursing practice to best assist you in making informed decisions on when and how to seek care for an urgent problem or to provide self-care at home.

Does the Nurse Advice Line have nurses trained to discuss pediatric issues?

Yes. If you call the Nurse Advice Line about your child, your call is forwarded to a nurse with pediatric experience. For quality and safety purposes, **you will be asked to have your child present for the call** so the nurse can perform an accurate assessment. If you are advised to provide self-care at home, the Nurse Advice Line registered nurses will offer to call you back within an hour to check on your child.

What if I disagree with the advice provided by the nurse?

If you feel you need to be seen sooner than the Nurse Advice Line recommends, you may seek care at a military hospital or clinic (emergency department, urgent care clinic, or primary care clinic) or a TRICARE-authorized network urgent care provider. You will need to contact your PCM for appropriate authorization.

Does the Nurse Advice Line have nurses trained to discuss mental health issues?

Yes. Nurse Advice Line registered nurses have experience in answering questions and providing advice on how and when to seek help for mental health concerns.

I always call my military hospital or clinic directly during duty hours if I have a problem. Can I still call my own PCM?

You can always call your PCM or military hospital or clinic; the Nurse Advice Line is just another way to provide you access to health care and advice.

I have a routine question or concern I want to discuss with my PCM. How do I do that?

The Nurse Advice Line is for your **sudden onset or new health concerns or questions**. If you are a military hospital or clinic enrollee and have a question or concern about a non-urgent health issue, contact your military hospital or clinic directly. Other beneficiaries with non-urgent questions or concerns should contact their regular health care providers.

What if I need prior authorization for urgent care?

If you are a TRICARE Prime beneficiary enrolled at a military hospital or clinic and the Nurse Advice Line advises you to seek urgent care, the Nurse Advice Line notifies your PCM team that you need an urgent care referral and prior authorization. If you are a TRICARE Prime beneficiary with a civilian PCM and the Nurse Advice Line advises you to seek urgent care, the Nurse Advice Line will ask you to contact your PCM to get a referral and prior authorization for urgent care.

I am enrolled at a military hospital or clinic. Can I cancel an appointment by calling the Nurse Advice Line?

Yes. The Nurse Advice Line can cancel appointments at your military hospital or clinic. You can also cancel appointments at **www.tricareonline.com** or by calling your local appointment line.

I am enrolled at a military hospital or clinic and have some health issues. How will my PCM know I called the Nurse Advice Line and what the Nurse Advice Line advised me to do?

The Nurse Advice Line team notifies your PCM team within 24 hours that you called the Nurse Advice Line and what you were advised to do.