

# Stay Healthy With Our Support

## Symptom Triage Nurses

Not sure what care you need when you don't feel well or have an injury? Our confidential Symptom Triage service is available at no cost to you.



When a non-life-threatening medical situation occurs, our team of registered nurses can:



### Advise you on the most appropriate level of care.

You'll get help deciding if you should:

- Treat your symptoms at home
- Use telehealth services (if your plan provides them)
- Call your primary care provider (PCP)
- Visit an urgent care or the emergency room (ER)



### Locate care near you.

Your nurse can direct you to nearby urgent cares or ERs. They can also coordinate with your Member Experience team to find a PCP or specialist for ongoing care.



### Provide self-treatment information.

If the nurse determines your symptoms can be safely managed at home, they can email or text you detailed self-care options.



### Connect you to other Imagine360 wellness resources.

The nurse may identify health concerns that other programs available through your plan can help you manage.

If you think a medical situation is life-threatening, please call **911**. If you or someone you know is having thoughts of suicide or a mental health crisis, call or text **988** for 24/7 support that's confidential and free.

*Information provided through Imagine360's Symptom Triage service is not a substitute for a doctor or other health specialist's care. Symptom Triage staff cannot diagnose health conditions, prescribe medications or give medical advice.*

### Contact Symptom Triage

Call the member number on your Benefits ID card and select the option to speak to a nurse.

Bilingual staff (English/Spanish) and translation services are available.

24/7 access to your health benefits: [miBenefits.imagine360.com](https://miBenefits.imagine360.com)

We're here to help. Call the number on your Benefits ID card.  
Mon - Thurs: 7 a.m. - 9 p.m. CT | Fri: 7 a.m. - 7 p.m. CT

