

Phone Support

Personal assistance

We know that managing your health and healthcare coverage can be a challenge. That's why HealthPartners has a variety of resources available to answer all of your questions. Our friendly, reliable staff is ready to give you the personal attention you need to ensure that you and your family get the most from your health plan.



Member Services

Member Services is your main resource for information on health plan benefits, claims, account balances, provider network searches and more. Nine of ten issues are resolved with the first call and if we don't have an immediate answer, we'll get back to you at your convenience. You can even ask for any Member Services representative by name or request an interpreter.

Available Monday through Friday, 7 a.m. to 7 p.m., CST. Please refer to the phone number on the back of your Member ID card. If you do not have a Member ID card, please call our general number at **952-883-5000** or **1-800-883-2177**. Call our Spanish line at **952-883-7050** or our TTY line at **952-883-5127**.

HealthPartners Nurse NavigatorSM Program

When you need help navigating complex health and insurance issues call our nurse navigators. With one phone call, you'll be connected with experienced nurses who are specially trained to help research and coordinate care, specific to your health plan benefits. They can help guide you through difficult decisions to ensure you make the right choice while getting the most from your coverage.

Available Monday through Friday, 7 a.m. to 7 p.m., CST. Call **952-883-5000**, **1-800-883-2177** or **952-883-5127** (TTY).

BabyLine Phone Service

BabyLine focuses on the special needs of expectant and new parents up to six weeks after delivery. Specially trained obstetric nurses provide information and support on topics ranging from morning sickness to mood swings. Learn about things like healthy eating during pregnancy and which over-the-counter medications are safe. BabyLine nurses can also help you differentiate normal discomforts from preterm labor symptoms.

Available 24/7, 365 days a year. Call **612-333-2229** or **1-800-845-9297**.

CareLineSM Service

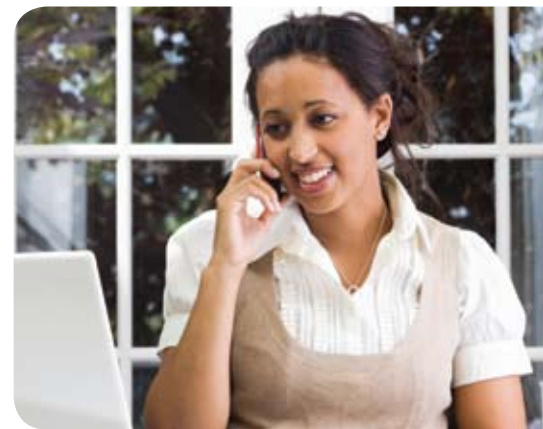
Your calls are answered by experienced nurses, who are trained to assess medical conditions and to discuss treatment options in your time of need.

Available nights, weekends and holidays. Call **612-339-3663**, **952-883-5474** (TTY) or **1-800-551-0859**.

Behavioral Health Personalized Assistance Line (PAL)

Mental health and chemical health concerns can be sensitive, difficult issues that you don't want to discuss with just anyone. Our Personalized Assistance Line (PAL) is staffed with professionals who can help answer questions and guide you through your behavioral health network, benefits and services.

Available Monday through Friday, 7:30 a.m. to 5 p.m., CST. Call **952-883-5811** or **1-888-638-8787**.



When you've got questions, we've got answers — whether it's the middle of the day or the middle of the night — help is just a phone call away.