

## Phone Support

### Personal assistance from your health partner

As a HealthPartners member, you have personal support whenever you need it. Contact us with any questions about your health or your coverage — we're here to help you get the most out of your health plan.



#### Member Services

Your main source for information on health plan benefits, claims, account balances, finding a provider and more. Nine of ten questions are resolved with the first call. If we don't have an answer right away, we'll get back to you at a time that works for you. 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 look for the phone number on the back of your Member ID card. If you do not have a Member ID card, call the general number at **952-883-5000, 1-800-883-2177 or 952-883-5127 (TTY)**. **Español: 952-883-7050 or 1-866-398-9119.**

#### CareLine<sup>SM</sup> Service

Need advice after clinic hours or not sure if you should see a doctor? Talk to a nurse who is trained to review your symptoms and explain your treatment options.

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

#### BabyLine Phone Service

BabyLine helps expectant and new parents up to six weeks after the baby is born. Nurses can answer questions about mood swings, morning sickness, healthy eating, safe medications and more. Nurses can also help you tell the difference between normal discomfort and signs of preterm labor.

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

#### HealthPartners<sup>®</sup> Nurse Navigator<sup>SM</sup> Program

When you need help sorting out health and insurance issues, call our nurse navigators. You'll talk to skilled nurses who can research and coordinate healthcare based on your benefits and coverage. They can also guide you through tough decisions like choosing a treatment option.

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)**.

#### Behavioral Health Personalized Assistance Line (PAL)

Talk to professionals who can help when you have questions about mental and chemical 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.**

#### Employee Assistance Program (EAP)

When problems arise, use EAP to talk privately with licensed counselors. You'll get support for family, work and emotional issues and help finding a financial consultant or legal advisor. You can even get help with your work day by hearing solutions to problems that face many managers/supervisors.

HealthPartners EAP is available 24/7. Log on and register at [hpeap.com](http://hpeap.com) to look up information on hundreds of topics.



When you've got questions, we've got answers. No matter what time of day, help is just a phone call away.