

WPS ASO

# Nurse Line Service

## Help navigating health care

WPS cares about our customers and understands that health care needs can be complex and overwhelming. The WPS Nurse Line is a resource where customers can get assistance—to become more educated about their conditions and treatments, get help pursuing their treatment choices, and understand their health plan benefit options.

This support helps our customers prepare for their doctor visits and identify any concerns in their treatment options. Customers can optimize their care and make the best treatment choices, which results in improved customer health. Having access to informative resources provides comfort to customers when they are trying to navigate a complicated system.

**WPS**

ADMINISTRATIVE SERVICES

POWERED BY **Auxiant**

## Easy access to information

The WPS Nurse Line provides customers easy access to an experienced nurse for questions pertaining to health care conditions and options. Our nurses spend time with customers discussing their conditions, providing assistance in understanding them, and offering help getting them the health care they need.

### The Nurse Line Service can help customers:

- » Understand a new diagnosis
- » Navigate for in-network specialty providers
- » Support the navigation of their health plan while in active treatment

The service is staffed by registered nurses who have an extensive background in health care.

Nurse Line hours are 8 a.m. to 4:30 p.m. CT, Monday through Friday.



## Get a quote today!

Contact your WPS sales representative today for more information or to request a quote.

**866-297-4977**

**[wpshealth.com/aso](https://wpshealth.com/aso)**

### Answers to improve care and costs

- » **Customer Support:** Customers who have questions about their health conditions or need help finding the right care can easily obtain answers. Customer support can provide answers and information, assist with treatment planning, and support customers in stressful situations.
- » **Better health and lower costs:** Improved education about conditions and treatment options plus coordination of provider interactions and appointments lead to improved care, avoidance of health care complications, and lower health care costs over time.

# WPS<sup>®</sup>

ADMINISTRATIVE SERVICES

POWERED BY **Auxiant**

**Note:** The WPS Nurse Line is provided to assist with general health and wellness information and is not a substitute for professional medical advice. By using the Nurse Line, you understand that you should consult with your personal health care provider before making any changes to your plan of care, medications, and/or lifestyle in order to ensure any general health recommendations are appropriate for you. If you have an urgent medical issue, please contact your physician. If you have a health emergency, please call 911.