



24 Hour Nurse Hotline

A new FREE service provided by the TPM Trust Health Plan
Effective April 1, 2009

The TPM Trust Nurse Hotline service provides you and your family with 24-hour/7 day per week access to experienced Care Advisors who are all Registered Nurses.

Around the clock, you have access to Care Advisors to help you analyze symptoms or answer your health related questions. Just by knowing we are here for support reduces stress and anxiety and gives you more confidence in your healthcare decisions.

No matter what the situation – from simple things like a twisted ankle to a potentially life threatening urgent health concern – TPM's Nurse Hotline Care Advisors will help you:

- Gain convenient access to quality care
- Become a better informed healthcare consumer
- Understand your specific diagnosis and condition(s)
- Gain confidence when speaking to doctors during office visits
- Become educated on self-care for non-urgent injuries and illnesses
- Improve your knowledge of drugs and medications
- Obtain referrals to providers, facilities and support groups
- Live better with healthy lifestyle tips
- Manage chronic illnesses and diseases daily
- Participate in care management programs

TPM's Nurse Hotline Care Advisors have an average of 18 years of clinical experience. They use advanced technology software containing evidence-based industry standard guidelines to assist individuals in making the right choices involving health issues or medical concerns.

TPM Trust Nurse Hotline

CALL TOLL FREE

1 (866) 228-7557



Announcing the **24/7 Nurse Hotline** from TPM Trust

Dear TPM Trust Group Health Plan Participant,

In our continuing effort to add value to your TPM benefits package, we are happy to bring you TPM's new Nurse Hotline. The Nurse Hotline provides telephone access to a Registered Nurse, 24 hours a day, 7 days a week.

Just imagine:

It's nearly midnight and your baby's crying and tugging at her ears – again.

You twisted your ankle during your Sunday afternoon basketball league and you're not sure what to do.

Last night's dinner is doing the rumba in your stomach – could it be food poisoning?

You have questions about a new drug you are taking.

You now have a new resource for support and guidance when making health care decisions. Whether you need advice on what to do about an urgent health issue, guidance on non-emergent situations or education on self-care for injuries or illnesses, the TPM Nurse Hotline is your source for help in making health care decisions.

Around-the-Clock Help for Health Care Questions



Beginning April 1, 2009, when you dial **1-866-228-7557**, a friendly and highly knowledgeable nurse will help provide an immediate answer in regard to proper care for an illness or injury and/or provide the advice you need to make smart healthcare decisions for you and your family.

To make this new service easily accessible, a kitchen refrigerator magnet is enclosed with the toll free number to display in a visible location. The toll free number will also be placed on TPM's website. Should you need additional magnets, please contact TPM at 1-877-535-4646.

TPM, on behalf of your employer, strongly encourages using this great new service. We are certain you will find the Nurse Hotline extremely beneficial in choosing self-care measures and in receiving guidance for difficult medical situations saving you time and money.

Free, confidential healthcare advice - anytime you need it
1-866-228-7557