



July 1, 1999

Subject: Free Nurse Advisory Hotline Now Available

Dear HPR Member:

We are pleased to introduce Health Plan of the Redwoods (HPR) NurseLine, an exciting new service available to HPR members and their families. NurseLine provides health and medical information, education and support, 24 hours a day, 365 days a year—at no cost to you.

NurseLine's experienced registered nurses can help you take an active role in your own self-care. You can have questions answered about a recently diagnosed illness or discuss well-being issues such as fitness, safe weight loss and nutrition. NurseLine's professional staff can also help you identify useful national and community resources. NurseLine is not intended to replace your primary care physician when you need medical care or direction, but offers a convenient source of health education whenever you have questions.

Here are just a few of NurseLine's other valuable services:

- NurseLine's audio Health Information Library provides recorded information about more than 350 health and wellness topics. Just call NurseLine's toll-free number to listen to the messages of your choice. If you wish, you can choose to have printed copies of these messages faxed to you.
- A nurse can assist you in preparing for a visit with your doctor by helping you develop a list of questions to ask.
- NurseLine's professional staff can give you information about prescription and over-the-counter drugs, including possible benefits, side effects and interactions.

To learn more about all that NurseLine offers, please read the enclosed brochure. NurseLine's helpful and compassionate professional staff is just a phone call away. Call <XXX-XXXX> any time, day or night. We hope you and your family will benefit from this new free service.

As always, if you have any questions about your HPR benefits or services, please call Customer Services at <XXX-XXXX> or <XXX-XXXX>, Ext. <XXX>.

Sincerely,
<XXXXXXXX>, MD
Chief Medical Officer