Day or night, a UPMC nurse is just a phone call away

Not sure if you need to see the doctor? Call the UPMC MyHealth 24/7 Nurse Line.

A UPMC nurse is always available. The nurse can help you decide whether to:

- Treat the issue at home.
- Make an appointment with your doctor.
- Seek a higher level of care.

What to expect
You get peace of mind at no cost to you! Just have your member ID handy. You have help available 24 hours a day, seven days a week.

You can call with a general health question or a specific medical issue.

UPMC MyHealth 24/7 Nurse Line, call 1-866-918-1591
Toll-free TTY# 1-866-918-1593

Note: The UPMC MyHealth 24/7 Nurse Line is not a substitute for medical care. If you have an emergency, go to the nearest emergency department, call 911, or call the local ambulance service. Our nurses are not able to answer plan-related and billing questions. Call Member Services for those types of questions.
Nondiscrimination Notice

UPMC Health Plan® complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression. UPMC Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression.

UPMC Health Plan:

• Provides free aids and services to people with disabilities so that they can communicate effectively with us, such as:
  • Qualified sign language interpreters.
  • Written information in other formats (large print, audio, accessible electronic formats, other formats).

• Provides free language services to people whose primary language is not English, such as:
  • Qualified interpreters.
  • Information written in other languages.

If you need these services, contact the Member Services phone number listed on the back of your member ID card.

If you believe that UPMC Health Plan has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression, you can file a complaint with:

Complaints and Grievances
PO Box 2939
Pittsburgh, PA 15230-2939

Phone: 1-888-876-2756 (TTY: 1-800-361-2629)
Fax: 1-412-454-7920
Email: HealthPlanCompliance@upmc.edu

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019. TTY/TDD users should call 1-800-537-7697.

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

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Translation Services


注意：如果您使用繁體中文，您可以免費獲得語言援助服務，請致電 1-855-869-7228（TTY：1-800-361-2629）。


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