



Hi there

One call is all it takes

We understand how frustrating it can be when you have to call multiple numbers to get questions answered. That's why Banner|Aetna has integrated our customer service department. That's right. Our representatives are now directly connected to Banner Nurse On-Call staff. So whether you have claim or clinical questions, you can get help in one call.

With just one dial, you'll reach a representative who is trained specifically to handle Banner|Aetna members' questions. If needed, you can be transferred directly to the Banner Nurse Now for additional assistance.



It's easy to get connected
and get your questions
answered by a knowledgeable
Banner|Aetna representative.
**Simply call the number on
the back of your card.**

BannerAetna.com



Banner Nurse On-Call

What you can expect

Health care advice at no extra cost

The Banner Nurse On-Call staff can help with your health care questions and much more. This service is just for health plan members who are served by the Banner Health Network, and it supports the care you receive from your primary care doctor.

Help getting the right kind of care

Banner Nurse On-Call nurses can advise you on care at home, or help determine if you should seek urgent or emergency care. They can also assist in finding nearby facilities and help coordinate scheduling needs. The nurse will follow up to be sure your recovery is going well. And your primary care doctor will be kept up to date on your status and care.

Two ways to get health information fast



Call a registered nurse
anytime, toll-free, at
1-888-747-7990
(TTY: 711).



Visit your
member website at
BannerAetna.com

We will help determine the proper care needed

May need urgent care or to be seen by your doctor	Requires emergency care
Coughs, sore throats, ear infections and sinus infections	Chest pain or sudden onset of sharp, severe pain, like headache
Minor burns and injuries	Heavy or uncontrolled bleeding
Urinary tract infections	Loss of consciousness
Allergic reactions (non-life-threatening) and skin rashes	Severe reaction to food or medicine
Low-grade fever or flu-like symptoms	Numbness/weakness on one side of the body, or sudden loss of vision
Mild asthma	Serious or unexplained difficulty breathing
Sprains, strains and minor broken bones	Broken bones that break the skin

You should dial 911 or go to the nearest hospital if your life or health is in serious danger.

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