



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 Health Network Nurse On-Call representatives. 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. This includes being able to make claims decisions* in certain situations, to better serve you.

If needed, you can be transferred directly to the Banner Health Network Nurse On-Call for additional assistance.

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

*Subject to change, with notice to customers. Self-insured plan sponsors are asked to review and sign the master service agreement addendum to opt in to the program. By opting in, you agree to the terms and conditions outlined.

Banner Health Network Nurse On-Call

What you can expect

Health care advice at no extra cost

The Banner Health Network 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 Health Network 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. 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.

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. If you aren't sure if this is an emergency, or need a nurse's advice about where to get care, you can call the number on the back of your ID card. We are here to help.

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