



Supporting the Nurse Advice Line for U.S. Veterans

OptumServe is proud to support the Department of Veterans Affairs Nurse Advice Line (VA NAL) fielding overflow nurse triage calls from VA Medical Centers' Nurse Advice Lines across all 50 states. The Nurse Advice Line is available to over 9 million Veterans.

Getting the right care to Veterans any time, anywhere

The goal of the VA Nurse Advice Line is to provide Veterans with high-quality health care services 24/7/365. Registered nurses answer the calls of Veterans and direct them to the most clinically appropriate level of care. By doing so quickly, it helps increase positive health outcomes and reduces the amount of costly and avoidable emergency department visits. Nurse triage from the Nurse Advice Line includes, but is not limited to:



Helping Veterans manage their symptoms, medications and side effects.



Informing Veterans about self-care options to address their condition at home, if appropriate.



Identifying VHA/contracted providers near Veterans to seek in-clinic care.



Directing Veterans to VA-specified tele-urgent care, nearby urgent care and emergent care locations, if necessary.



Assisting Veterans in crisis by connecting those individuals to the VA crisis line.

About OptumServe

OptumServe™ is the federal health services business of Optum and UnitedHealth Group (NYSE: UNH). We are proud to partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to help modernize the U.S. health system and improve the health and well-being of those we collectively serve.

Veterans' experience utilizing the Nurse Advice Line

The VA Nurse Advice Line offers a seamless experience to Veterans seeking care. A Veteran contacts the Nurse Advice Line through the number provided by their local VA Medical Center (VAMC) to receive timely advice from experienced nurses. To reduce any wait times a Veteran may incur, OptumServe supports overflow Nurse Advice Line calls when VAMCs are experiencing a surge. The following depicts the typical experience a Veteran can expect when contacting VA NAL:



Veteran identification

- Veteran information requested to confirm identity
- Location of the VA Medical Center where the Veteran typically seeks care
- Reason for calling the Nurse Advice Line

Review of records

- Nurse asks a series of questions to determine best care decision and next steps

Nurse provides medical advice

- Based on the condition the Veteran has described, as well as a review of their medical history, a nurse provides the Veteran with actionable advice (e.g., home care instructions, schedule in-clinic appointment)

Documentation

- The call is documented in the Veteran's medical record.

To access the VA Nurse Advice Line, contact your local VAMC.

Learn more about OptumServe

Call: 1-800-765-6092
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Visit: optumserve.com
