1-800-283-3221 - FirstHelp™ 24 hour nurse hotline is a free benefit to Medicaid clients in the Primary Care Physician Program and Fee-For-Service plans. It is available 24 hours a day, seven days a week. When a client is sick or hurt, clients can call to talk to a nurse about what to do. This can help prevent a trip to the emergency room or doctor's office that is not needed. Call 911 when someone might die or be disabled if they don't get care right now. FirstHelp has helped over 62% of clients planning to go to the ER make a better choice.