DHS_logo

**COVID-19 PREPAREDNESS AND RESPONSE**

**Created for L.A. County DHS and DMH Homeless Service Providers**

***as of March 30, 2020***

**Free Nurse Advice, Triage, and Consult Lines**

* Below are phone numbers to call when you or your clients need nursing advice
* These services are free to eligible people
* You may call on someone else’s behalf, but client must be present and give permission
  + Have on hand when calling: Client Name, Date of Birth, Insurance ID #, Social Security #
  + Hearing/speech impaired use 711 relay if dedicated number is not listed
* ALWAYS CALL 911 in an emergency

**For COVID-19 Related Questions**

| **Name** | **Phone number** | **Who is eligible to call** | **Hours of service** | **Non-English languages?** |
| --- | --- | --- | --- | --- |
| **DHS and DMH Homeless Services Provider Information Line**  \*\*Not for general public or clients\*\* | **323-274-3303** | Service providers funded by DHS and DMH (including HFH and ODR).  For questions related to COVID-19, but can also respond to some general questions. | Mon - Fri  8 a.m. to 5 p.m. | N/A |
| **Dignity Health “Virtual Care Anywhere”** | **855-356-8053** | Anyone, regardless of insurance coverage or status.  \*\*MUST be COVID-19 related\*\*  Use coupon code “COVID19” | 24/7 | Unknown |

**Insurance-Based \*\*Free, 24/7\*\* Nurse Advice Lines**

| **Name** | **Phone number** | **Who is eligible to call** | **Hours of service** | **Non-English languages?** |
| --- | --- | --- | --- | --- |
| **L.A. Care Health Plan** | [**800-249-3619**](tel:+1-800-249-3619) | Members of L.A. Care. | 24/7 | English and Spanish-speaking nurses. Have interpreter services at no cost. |
| **Health Net** | **800-675-6110** \*\**Choose the nurse 24-hour advice line option.* | Members of Health Net | 24/7 | Yes, language line translation available |
| **Anthem Blue Cross** | [**800-224-0336**](tel:+1-800-224-0336)  [800-368-4424](tel:+1-800-368-4424)  (TTY for hearing/speech impaired) | Members of Anthem | 24/7 | Yes, language line translation available |
| **Blue Shield of California Promise Health Plan** | [**800-609-4166**](tel:18006094166) | Members of Blue Shield Promise | 24/7 | English and Spanish-speaking nurses. Have interpreter services at no cost. |
| **Kaiser Permanente** | [**888-576-6225**](tel:+1-888-576-6225) | Members of Kaiser | 24/7 | Yes, language line translation available |
| **Molina** | English:  **888- 275-8750** Spanish:  **866-648-3537** Deaf , hard of hearing, speech impaired:  **866-735-2929** | Members of Molina | 24/7 | Yes, language line translation available |

**For uninsured people (not nurse advice, but information)**

| **Name** | **Phone number** | **Who is eligible to call** | **Hours of service** | **Non-English languages?** |
| --- | --- | --- | --- | --- |
| **My Health L.A.** | Enrollees should call their assigned Medical Home Clinic | Enrollees in My Health L.A., a no-cost health care program for low-income residents of L.A. County who do not have health insurance | Varies based on assigned clinic | Yes, varies based on assigned clinic |