**COVID-19 PREPAREDNESS AND RESPONSE**

DHS_logo

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

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

**Free Tele-Health Resource Guide**

* Telehealth is a visit with a healthcare provider via phone or video. Telehealth providers can deliver healthcare, prescribe medications, provide counseling, etc
* This is a list of free telehealth services available to people by insurance.
* You may call on someone’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
* CALL 911 in an emergency

**ALWAYS CALL YOUR REGULAR PROVIDER OR CLINIC FIRST. THESE NUMBERS ARE A BACK-UP.**

| **Name** | **Contact info** | **Services provided** | **Who is eligible for services** | **Hours of service** |
| --- | --- | --- | --- | --- |
| **PRIMARY CARE** | | | | |
| **L.A. Care Health Plan** | [1.800.TELADOC (1.800.835.2362)](tel:+18008352362)  OR use [Teladoc app](https://www.teladoc.com/mobile) teladoc.com/mobile | * Primary Care * Urgent Care * Prescribe medications | L.A. Care Medi-Cal members | 24/7 |
| **Health Net** | 1-800-675-6110 (member services) | * Primary Care * Urgent Care * Prescribe medications | Health Net Medi-Cal members | 24/7 |
| **L.A. County DHS telehealth** | Find a DHS clinic here:  <http://dhs.lacounty.gov/wps/portal/dhs/locations/> | * Primary Care * Urgent Care * Prescribe medications | DHS patients |  |
| **Anthem Blue Cross** | 1-888-548-3432  OR use LiveHealth app  [https://startlivehealthonline.com](https://startlivehealthonline.com/) | * Primary Care * Urgent Care * Mental health care * Prescribe medications | Anthem Blue Cross Medi-Cal members | 24/7 |
| **Blue Shield Promise Health Plan** | 1-800-Teladoc (800-835-2362) or www.teladoc.com/bsc | * Primary Care * Urgent Care * Prescribe medications | Blue Shield Promise Medi-Cal members | 24/7 |
| **Kaiser** | 1-833-574-2273  OR use website at kp.org | * Primary Care * Urgent Care * Prescribe medications | Kaiser Medi-Cal members | 24/7 |
| **Molina** | 800-675-6110  (member services) | * Primary Care * Urgent Care * Prescribe medications | Molina Medi-Cal members | 24/7 |
| **BEHAVIORAL HEALTH/MENTAL HEALTH** | | | | |
| **Name** | **Contact info** | **Services provided** | **Who is eligible for services** | **Hours of service** |
| **DMH (Department of Mental Health)** | 800- 854-7771  (ACCESS line for new clients to DMH) | * Mental Health Care | People with serious mental illness who are on Medi-Cal or are uninsured | 24/7 |
| **L.A. Care Health Plan** | 1-877-344-2858 (through Beacon) | Treatment of mild to moderate mental health conditions which include\*:   * Individual and group mental health therapy * Psychological testing * Outpatient laboratory, drugs, supplies, and supplements * Outpatient services for monitoring drug therapy; and * Psychiatric consultation | L.A. Care Medi-Cal members with mild to moderate mental illness | Mon - Fri  8 a.m.-8 p.m. |
| **Health Net** | 1-800-675-6110 | “ | Health Net Medi-Cal members with mild to moderate mental illness | 24/7 |
| **Anthem Blue Cross** | 1-888-548-3432 or [www.livehealthonline.com](http://www.livehealthonline.com) | “ | Anthem Medi-Cal members with mild to moderate mental illness | 24/7 |
| **Blue Shield Promise Health Plan** | 855-765-9701  OR call Teladoc (starting 4/1/20) 800-835-2362 | “ | Blue Shield Promise Medi-Cal members with mild to moderate mental illness | M-F  8 a.m. to 8 p.m. |
| **Kaiser** | (800) 900-3277 (TTY 711). (mental health advice)  800-390-3503  (mental health or substance use services) | “ | Kaiser Medi-Cal members with mild to moderate mental illness | Advice: 24/7  Services: M-F, 8 a.m. to 5 p.m. |
| **Molina** | (888) 665-4621 | “ | Molina Medi-Cal members with mild to moderate mental illness |  |
| **SUD (SUBSTANCE USE DISORDER) TREATMENT** | | | | |
| **L.A. County Dept. of Health Services Provider Consultation Hotline** | (213) 288-9090 | On-call provider to help you prescribe your patient medications for alcohol and/or opiod use disorders, if patient is open to Medication Assisted Treatment (MAT) | Patients with any previous visit to DHS for heroin or alcohol use disorder | 8 a.m. to 12 a.m. seven days/week |
| **Tarzana Treatment Center** | (888) 777-8565 | Substance use disorder treatment services | People with Medi-Cal or private insurance | 24/7 |
| **HOLD for CLARE/MATRIX** |  |  |  |  |
| **L.A. County DPH SAPC (Substance Abuse Prevention and Control)** | (844) 804-7500 | Substance use disorder treatment services | Los Angeles County residents eligible for Medi-Cal or MyHealth LA (note that referral to SAPC may take longer than referral directly to treatment provider) | 24/7 |