**COVID-19 PREPAREDNESS AND RESPONSE**



**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)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** | 1-833-574-2273OR 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** | 855-765-9701OR 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: 24/7Services: 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 |