



**COVID-19 PREPAREDNESS AND RESPONSE**  
**Created for L.A. County DHS and DMH Homeless Service Providers**  
*as of April 1, 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?
<b>DHS and DMH Homeless Services Provider Information Line</b>  **Not for general public or clients**	<b>323-274-3303</b>	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
<b>Dignity Health “Virtual Care Anywhere” (physicians trained in telehealth and COVID-19)</b>	<b>855-356-8053</b>	Anyone, regardless of insurance coverage or status. <b>**MUST be COVID-19 related**</b>  Use coupon code “COVID19”	24/7	Some providers speak additional languages

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

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

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

<b>Name</b>	<b>Phone number</b>	<b>Who is eligible to call</b>	<b>Hours of service</b>	<b>Non-English languages?</b>
<b>My Health L.A.</b>	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