

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	<u>1.800.TELADOC (1.800.835.2362)</u> OR use <u>Teladoc app</u> teladoc.com/mobile	<ul style="list-style-type: none"> • Primary Care • Urgent Care • Prescribe medications 	L.A. Care Medi-Cal members	24/7
Health Net	1-800-675-6110 (member services)	<ul style="list-style-type: none"> • Primary Care • Urgent Care • Prescribe medications 	Health Net Medi-Cal members	24/7

Name	Contact info	Services provided	Who is eligible for services	Hours of service
L.A. County DHS telehealth	Find a DHS clinic here: http://dhs.lacounty.gov/wps/portal/dhs/locations/	<ul style="list-style-type: none"> • Primary Care • Urgent Care • Prescribe medications 	DHS patients	
Anthem Blue Cross	1-888-548-3432 OR use LiveHealth app https://startlivehealthonline.com	<ul style="list-style-type: none"> • Primary Care • Urgent Care • Mental health care • Prescribe medications 	Anthem Blue Cross Medi-Cal members	24/7
Dignity Health “Virtual Care Anywhere” (physicians trained in telehealth and COVID-19)	855-356-8053	<ul style="list-style-type: none"> • COVID-19 related questions ONLY • Prescribe medications 	Anyone, regardless of insurance coverage or status ***use coupon code “COVID-19”***	24/7
Blue Shield Promise Health Plan	1-800-Teladoc (800-835-2362) or www.teladoc.com/bsc	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Primary Care • Urgent Care • Prescribe medications 	Kaiser Medi-Cal members	24/7
Molina	800-675-6110 (member services)	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Mental Health Care 	People with <u>serious mental illness</u> 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*: <ul style="list-style-type: none"> • 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	“	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				
Name	Contact info	Services provided	Who is eligible for services	Hours of service
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
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