



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?
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” (physicians trained in telehealth and COVID-19)	855-356-8053	Anyone, regardless of insurance coverage or status. **MUST be COVID-19 related** 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?
L.A. Care Health Plan	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 <i>**Choose the nurse 24-hour advice line option.</i>	Members of Health Net	24/7	Yes, language line translation available
Anthem Blue Cross	800-224-0336 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	Members of Blue Shield Promise	24/7	English and Spanish-speaking nurses. Have interpreter services at no cost.
Kaiser Permanente	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