



Emergency Care: Wildfires

Are you currently affected by a wildfire? We can help you get the care you need. Call us at **(800) 863-4155** for help. We can help you find medical care. We can also help with your prescriptions. We are working with pharmacies, hospitals, and health centers in the area. We want to make sure you can get health care from any of our providers. If you need a new Partnership ID card, mental health services, or any other service, please call us. We are ready to help.

Do you have problems breathing? With bad air quality, it's important to have an emergency supply of medication and/or equipment. If you need help getting and emergency supply, please call us.

Below is additional information and resources. Please contact us if you have any questions or concerns.

24-Hour Advice Nurse

If you cannot reach your doctor, call the Advice Nurse. A nurse is available 24 hours a day, seven days a week at **(866) 778-8873**.

Primary Care Services

Right now, you may not be able to see to your assigned primary care provider. If this happens and you need to see a doctor, don't worry. You can get medical services at any Partnership HealthPlan of California primary care provider. Please call our Member Services Department at **(800) 863-4155** for help finding a provider near you.

Medical Services Outside of Your County

You may be staying in another county due to the fires. If you need medical services, please contact Member Services at **(800) 863-4155**. Don't worry if your medicine, medical supplies, or equipment were lost or damaged in the wildfires. Please call your pharmacy or medical supply provider. Let them know you need an early refill or replacement due to the wildfires.

Quick Reference

Member Services:

(800) 863-4155

24-Hour Advice Nurse:

(866) 778-8873

PHC Primary Care Services:

(800) 863-4155

PHC Care Coordination:

(800) 809-1350

Transportation Services

(866) 828-2303

Mental Health Services:

(855) 765-9703

MEMBER SERVICES

Our Member Services Department is here to help you. Please call us if you are having problems getting medical care or a prescription. Call **(800) 863-4155** or TTY: **(800) 735-2929** or 711 Monday – Friday 8 a.m. – 5 p.m.

Updated: March 2023





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Questions About Pharmacy Services

Your pharmacy may be closed due to a wildfire. If you need help with pharmacy services, you can call the Medi-Cal Rx Call Center at **(800) 977-2273**, 24 hours a day, 7 days a week, or 711 for TTY, Monday through Friday, 8 a.m. to 5 p.m.

Mental Health Services

Carelon Behavioral Health is here to help. Please call Carelon if you're in need of mental health services. If you are already in care, try calling your current provider. Call Carelon if you are unable to reach your provider. Carelon phone line is open 24/7 for urgent calls at **(855) 765-9703**.

Wildfire Smoke Tips

During wildfire season, these tips can help you lower health impacts from wildfire smoke:

- **Reduce outdoor physical activity.** Exercise increases the amount of air your lungs take in by as much as 10 to 20 times, allowing pollution deeper into the lungs.
- **Reduce exposure to smoke.** Children, the elderly, women who are pregnant, and people with respiratory or heart conditions should be particularly careful to avoid exposure.
- **Turn on your air conditioner.** Reduce exposure to outdoor smoke by closing all windows and doors and turning on the air conditioner. Consider visiting a place with air conditioning if no air conditioner is available and it is too warm to stay indoors.

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