



Emergency Care: North Bay Fires

Have you been affected by the fires in Sonoma, Napa, Lake, Mendocino, and Solano counties? We can help you access health care services. Call us at **(800) 863-4155** for help with your prescriptions or finding medical care.

We've partnered with pharmacies, hospitals, and health centers in the area to make sure you can receive services from any of our providers. If you need to replace your Partnership ID card, access mental health services, or any other service, please call us. We are ready to help you.

Below is a list of additional information and resources. Please do not hesitate to contact us if you have any questions or concerns.

24-Hour Advice Nurse

If you can't get in touch with your doctor's office and need to speak to a nurse, call our free Advice Nurse 24 hours a day, 7 days a week at **(866) 778-8873**.

Primary Care Services

Members affected by the fires, can get medical services with any PHC primary care provider (PCP). Please call our Member Services Department at **(800) 863-4155** for assistance locating a contracted provider near you.

Medical Services Outside of Your County

If you are temporarily or permanently staying in another county and need medical services, please contact our Member Services Department at **(800) 863-4155**. If your medication, medical supplies, or equipment was lost or damaged due to the fire, call your pharmacy or medical supply provider and let them know you need an early refill or replacement due to the fire.

Quick Reference

Member Services:

(800) 863-4155

24-Hour Advice Nurse:

(866) 778-8873

PHC Primary Care Services:

(800) 863-4155

Mental Health Services:

(855) 765-9703

Kaiser Members

Kaiser Santa Rosa has been evacuated to Kaiser San Rafael.

Call (800) 464-4000 for information about receiving care.

<https://twitter.com/kpnorcal>

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: 10/9/2017; 9 a.m.





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If Pharmacies Are Closed Due to the Fires

If your pharmacy is closed due to any of the current fires, please contact your doctor's or prescriber's office to have your prescriptions sent to a pharmacy that is open. You can use most **ANY** pharmacy, even if you are not currently in your county of residence to fill your prescription, including those in grocery stores and chains such as CVS, Wal-Mart, Rite Aid and Walgreens. If you need help finding an open pharmacy near you, call Member Services Department at **(800) 863-4155**.

Mental Health Services

Please contact Beacon Health Options if you're in need of mental health services. If you're already in the middle of care, please contact your current provider.

Contact Beacon Health Options at **(855) 765-9703**. Beacon's phone line is open 24/7 for urgent calls.

Shelter Information/Fire Updates:

Solano County

- Twitter - <https://twitter.com/SolanoSheriff>

Sonoma County

- For the most up-to-date shelter information, visit - <http://sonomacounty.ca.gov/Home/>
- Twitter - <https://twitter.com/CountyofSonoma>

Napa County

- For the most up-to-date shelter information, visit - <http://www.cityofnapa.org/>
- Twitter - <https://twitter.com/CityofNapa>

Lake County

- For the most up-to-date shelter information, visit - <http://www.lakesheriff.com/>

Mendocino County

- Twitter - <https://twitter.com/MendoSheriff>

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Updated: 10/11/2017; 1 p.m.





Evacuation Centers North Bay Fires

Napa and Solano County Evacuation Centers:

Crosswalk Community Church (FULL)

2590 First Street, Napa

Napa Valley College Gym

2277 Napa Vallejo Hwy, Napa

Napa Calistoga Fairgrounds

1435 N. Oak Street, Calistoga

Solano Community College Library parking lot

4000 Suisun Valley Rd, Fairfield

Sonoma County Evacuation Centers

Currently Open: The following centers are open and accepting people evacuated.

1st Presbyterian Church (day use only)

939 B Street, Petaluma

Adele Harrison Middle School

1150 Broadway, Sonoma

Analy High School

6950 Analy Ave, Sebastopol

Casa Grande High School

333 Casa Grande Rd, Petaluma

Cavanaugh Youth Center

426 8th St., Petaluma

Church of Christ

370 Sonoma Mountain Parkway, Petaluma

Cloverdale Citrus Fair

1 Citrus Fair Dr, Cloverdale

Cook Middle School

2480 Sebastopol Rd., Santa Rosa

Elsie Allen High School

599 Bellevue Ave, Santa Rosa

Finley Community Center

2060 West College Ave, Santa Rosa

Healdsburg Community Center

1157 Healdsburg Ave, Healdsburg

Hessel Church

5060 Hessel Avenue, Sebastopol

New Life Christian Fellowship Church

1310 Clegg St, Petaluma

Petaluma Veterans Memorial Hall

1094 Petaluma Blvd, Petaluma

St. Eugene's Cathedral School/Gym

300 Farmers Lane, Santa Rosa

St. Stephen's Episcopal Church

500 Robinson Road, Sebastopol

Sonoma-Marin Fairgrounds

175 Fairgrounds Dr, Petaluma

Sonoma Valley High School

20000 Broadway, Sonoma

Sonoma Veterans Building

126 1st St West, Sonoma

Windsor High School

8695 Windsor Rd, Windsor

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Evacuation Centers North Bay Fires

Sonoma County Evacuation Centers - Continued

Currently Full: These locations are full or no longer available, please evacuate to another location listed above.

Sebastopol Community Center

390 Morris St, Sebastopol

Huerta Gymnasium

9291 Old Redwood Hwy, Windsor (please go to Windsor High School or another location)

New Vintage Church

3300 Sonoma Ave., Santa Rosa

Petaluma Community Center

320 North McDowell Blvd., Petaluma

Santa Rosa Veterans Memorial Building

1351 Maple Ave., Santa Rosa

Altamira Middle School

17085 Arnold Drive, Sonoma

Burton Recreation Center

7421 Burton Ave, Rohnert Park

Guerneville School

14630 Armstrong Rd, Guerneville

Sebastopol Veterans Hall

282 S High St, Sebastopol

Large Pets: The following locations are open and accepting large pets:

Sonoma County Fairgrounds – Gate 7

1350 Bennett Valley Road, Santa Rosa

Sonoma-Marin Fair

175 Fairgrounds Dr., Petaluma

Mendocino County Evacuation Centers

Ukiah High School

1000 Low Gap Rd, Ukiah

Willits High School

299 N Main St., Willits

Hopland Band of Pomo Indians,

3000 Shanel Rd., Hopland

Large Pets: The following location is accepting large pets:

Redwood Empire Fairgrounds,

1055 N State St, Ukiah, CA (East Entrance)

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