



# LAKE & NAPA COUNTIES: VALLEY FIRE

To PHC Primary Care Providers;

Attached is a notice to our members regarding medical services and additional resources during this very trying time.

PHC appreciates all the support and care you are providing. To ensure your office is reimbursed for services rendered to non-assigned members as a result of the Valley fire, please do the following:

1. Maintain a list of all non-assigned PHC patients to whom you rendered services as a result of the Valley Fire. The list must include the patients name, Partnership HealthPlan Member ID number, Date of Birth, and date of service.
2. Submit the list of patients to PHC Provider Relations department via fax number **(707) 420-7856** to ensure claims will be paid Fee-For Service.

If possible, when submitting claims, please note in the comments section on the claim "Lake County Fire", however this will not be required for payment.

Contact the PHC Provider Relations department if you have questions at (707) 863-4100.

Thank you for your support and care provided to the Lake county residents.



# LAKE & NAPA COUNTIES: VALLEY FIRE

To our Lake and Napa County Members,

Our thoughts go out to you during this very difficult time. Below is a list of information and resources that we hope you find helpful. Please do not hesitate to contact us if you have any questions or concerns.

## 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 at **(800) 863-4155** or

**TTY: (800) 735-2929 or 711**

Monday – Friday 8 a.m. – 5 p.m.

## 24 hour Advice Nurse

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

## Primary Care Services

Members affected by the fire 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 Lake and Napa County

If you are temporarily or permanently living or staying in another county and need medical services, please contact our Member Services Department at **(800) 863-4155**. We can help you find a medical provider and pharmacy in your area.

## Medication and/or Medical Supplies

If your medication and/or 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. You can also contact our Member Services Department at **(800) 863-4155** if you need assistance.

## Pharmacies Closed Due to the Fire

If your pharmacy is closed due to the fire, please contact your doctor's or prescriber's office to have your prescriptions sent to a pharmacy that is open. You can use any pharmacy in Lake or Napa County to fill your prescription. If you are outside of Lake or Napa Counties you can go to most any pharmacy including pharmacies in grocery stores and pharmacy chains such as CVS, Wal-Mart, Rite Aid and Walgreens. You can also contact our Member Services Department at **(800) 863-4155** for assistance locating a pharmacy near you.

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## Mental Health Services

Please contact Beacon Health Strategies 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 Strategies at **(855) 765-9703**. Their hours are Monday – Friday 8:30 a.m. – 5 p.m., Beacon's phone line is open 24/7 for urgent calls.

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## Shelters

All Evacuation Centers listed will accept small pets.

Big Valley Rancheria Gymnasium

1002 Osprey Court (off Soda Bay Road), Lakeport, CA.

There is space for parking of self-contained RV's outside the shelter.

Clearlake Senior Center

3245 Bowers Avenue, Clearlake, CA

Cole Creek Equestrian Center

4965 Steelhead Drive, Kelseyville, CA

With or without livestock.

Space for self-contained RV's, trailers and tents.

Kelseyville High School

5480 Main Street, Kelseyville, CA

Kelseyville Presbyterian Church

5340 Church Street, Kelseyville, CA

Napa County Fairgrounds

1435 N. Oak Street, Calistoga, CA.

Petaluma Animal Services is available for evacuated pets and animals.

Redwood Empire Fairgrounds, Fine Arts Building

1055 North State Street, Ukiah, CA

They have facilities for shelter of small animals and can also house some large animals.

Directions: Coming from Lake County, take North State Street exit and head south. Go through two stop lights and take a left past KFC.

Seventh Day Adventist Church of Lakeport

1111 Park Way, Lakeport, CA

Space for self-contained RV's.

Lakeport Auto Movies

52 Soda Bay Rd, Lakeport, CA 95453

Space for self-contained RVs, trailers, and campers only.

Please check in at movie theater office.

Dump station available in Library Park near launch at 5th St in Lakeport, no potable water to fill tanks.

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## Web Links for Other Resources

Information about how to help Lake and Napa County Residents and Animals

- <http://abc7news.com/news/how-to-help-valley-fire-victims----give-whereyoulive/982772/>

Valley Fire (updates, how to help, evacuations, shelters)

- <http://kron4.com/2015/09/13/valley-fire-map-evacuations-road-closures-fire-perimeter-help-centers/>

Information on Donation Centers dedicated to helping the Valley Fire relief effort

- <http://www.lovelakecounty.org/>