

Emergency Care: Wildfires



Are You Currently Affected by a Wildfire?

We can help you find health care. We can also help with your medicines. 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.

Call us at (800) 863-4155 for help.

- Do you need a new Partnership ID card?
- Have problems breathing?
- Need medication and/or equipment?
- Need mental health services or any other services?

More Information and Resources

24-Hour Advice Nurse

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

Primary Care Services

Your assigned primary care doctor may not be able to see to you right now. If this happens and you need to see a doctor, you can get health care from any Partnership primary care provider. Please call our Member Services Department at **(800) 863-4155** for help finding a provider near you.

Health Care Services Outside of Your County

You may be staying in another county due to the fires. Please call Member Services at **(800) 863-4155** if you need health care services. Do not 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.

**Our Member Services
Department is here to help.**

Call: (800) 863-4155

TTY: (800) 735-2929 or 711

Available: Monday – Friday
8 a.m. – 5 p.m.

Quick Reference

Member Services
(800) 863-4155

24-Hour Advice Nurse
(866) 778-8873

Primary Care Services
(800) 863-4155

Care Coordination
(800) 809-1350

Transportation Services
(866) 828-2303

Mental Health Services
(855) 765-9703



For more info, visit
www.partnershiphp.org

Pharmacy Services

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

Mental Health Services

Carelon Behavioral Health is here to help. Please call Carelon if you need mental health services. Try calling your provider if you are already in care. Call Carelon if you are unable to reach your provider. Carelon's phone line is open for urgent calls, 24 hours a day, 7 days a week at **(855) 765-9703**.

Wildfire Smoke Tips:



Reduce outdoor physical activity.

Exercise increases the amount of air your lungs take in by as much as 10 to 20 times. This can move pollution deeper into your lungs.



Reduce exposure to smoke.

Children, the elderly, women who are pregnant, and people with breathing or heart problems should try 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. Think about visiting a place with an air conditioner if you do not have one.



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