



## COVID-19 Resource Sheet

### Community Resources

- CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- WHO: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- California Department of Public Health: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx>
- Orange County Public Health: <http://ochealthinfo.com/novelcoronavirus>
- Los Angeles Public Health: <http://www.publichealth.lacounty.gov/media/Coronavirus/>
- San Diego Public Health: [https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community\\_epidemiology/dc/2019-nCoV.html.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community_epidemiology/dc/2019-nCoV.html.html)
- Riverside Public Health: <https://www.rivcoph.org/coronavirus>
- San Bernardino County Public Health: <http://wp.sbcounty.gov/dph/coronavirus/>
- **Get emotional support:** Call our emotional support line any time at **866-342-6892**. This 24/7 Optum Help Line is staffed by professionally trained mental health experts, is free of charge and open to anyone.

### **VEBA Carriers**

#### UnitedHealthcare (UHC)

- **Call with COVID-19 benefits questions:** If you have health benefits questions or need help finding a health care provider, call the phone number on your UnitedHealthcare member ID card.
- **If you think you might have been exposed to COVID-19,** call your health care provider right away. UnitedHealthcare members can find a network health care provider by signing in to your [health plan](#) account or by calling us using the phone number on your member ID card.
- **Get emotional support:** Call our emotional support line any time at **866-342-6892**. This 24/7 Optum Help Line is staffed by professionally trained mental health experts, is free of charge and open to anyone.
- **UHC Information Page:** <https://www.uhc.com/health-and-wellness/health-topics/covid-19>
- **TeleHealth:** <https://www.uhc.com/health-and-wellness/health-topics/covid-19/telehealth>
- **Virtual Visits:** <https://www.uhc.com/individual-and-family/member-resources/health-care-tools/virtual-visits>



### Kaiser

- **Call with COVID-19 benefits questions:** Members can get answers to their questions about COVID-19, by calling our new information line for Kaiser Permanente members at **877-813-7297**, 7 a.m. to 7 p.m., 7 days a week.
- **If you think you have symptoms or suspect you have COVID-19**, call the advice number on the back of your Kaiser member card. If you do not have your membership card, visit <http://kp.org/getcare> and click on "24/7 advice."
- **Kaiser Information Page:** <https://healthy.kaiserpermanente.org/health-wellness/coronavirus-information>
- **E-Visits:** <https://healthy.kaiserpermanente.org/southern-california/get-care>
- **Virtual Care:** To schedule a phone or video visit, sign in to the Kaiser Permanente app, visit [kp.org](http://kp.org) or call **833-KP4CARE (574-2273)**.

### UMR

- **Call with COVID-19 benefits questions:** If you have health benefits questions or need help finding a provider, call the number on your UMR member ID card.
- **If you have symptoms or think you might have been exposed to COVID-19**, call your health care provider right away. Find a provider by visiting <https://umr.com> or by calling the number on your member ID card.
- **UMR Information Page:** <https://www.umar.com/oss/cms/UMR/SharedDocuments/UM1612.pdf>

### Cigna

- **Call with COVID-19 benefits questions:** General questions about benefits and coverage can be directed to **855-287-8400**.
- **If you have symptoms or think you might have been exposed to COVID-19**, call your health care provider right away. Find a provider by visiting <http://mycigna.com>.
- **Cigna Information Page:** <https://www.cigna.com/individuals-families/health-wellness/topic-disaster-resource-center/coronavirus-public-resources>
- **Emotional Support:** Cigna offers a free 24/7 emotional phone support line at **866-912-1687**.
- **Virtual visits:** Cigna offers virtual care by phone, computer or tablet. Explore your options at <http://mycigna.com>.

### SIMNSA

- **Dedicated member website:** SIMNSA has created a dedicated website for members at <https://simnsaprevencion.com/> in order to share the latest updates and health contacts.
- **Call with COVID-19 benefits questions:** If you have health benefits questions or need help finding a provider, contact **619-407-4082**.



- If you have symptoms or think you might have been exposed to COVID-19, call your health care provider right away. Find a provider by visiting <http://simnsa.com> or by calling **619-407-4082**.
- **SIMNSA Information Page:** [http://www.simnsa.com/simnsa/downloads/COVID-19\\_SIMNSA.pdf](http://www.simnsa.com/simnsa/downloads/COVID-19_SIMNSA.pdf)

### Optum

- **Optum Information Page:** <https://www.optumcare.com/coronavirus.html>
- **Get emotional support:** Call our emotional support line any time at **866-342-6892**. This 24/7 Optum Help Line is staffed by professionally trained mental health experts, is free of charge and open to anyone.

### **Medical Groups**

#### Sharp

- **Sharp Information Page:** <https://www.sharp.com/services/coronavirus.cfm>
- **Communicate with a Sharp Doctor Virtually:** <https://sharp.followmyhealth.com/Login/Home/Index?authproviders=o&returnArea=PatientAccess#!/default#%2Fdefault>
- If you have additional questions about how Sharp is addressing coronavirus, call **800-82-SHARP (800-827-4277)**, Monday through Friday, 7 a.m. to 7 p.m., and Saturday and Sunday, 8 a.m. to 5 p.m.

#### Scripps

- **Scripps Information Page:** [https://www.scripps.org/news\\_items/6916-scripps-health-launches-nurse-line-dedicated-to-covid-19](https://www.scripps.org/news_items/6916-scripps-health-launches-nurse-line-dedicated-to-covid-19)
- **Nurse Hotline (dedicated to COVID-19):** Scripps Health has launched a COVID-19 nurse line, **888-261-8431**, that connects patients to a team of nurses dedicated to screening people with symptoms associated with the new coronavirus.
- **Symptom Checker:** <https://www.scripps.org/virtual-care/symptom-checker>
- **Electronic Visits:** <https://www.scripps.org/virtual-care/evisits>
- **Video Visits:** <https://www.scripps.org/virtual-care/video-visits>

#### UCSD Medical

- **UCSD Information Page:** <https://health.ucsd.edu/patients/Pages/2019-coronavirus.aspx>
- **Nurse Line:** We have set up a dedicated nurse line for UC San Diego Health patients, **800-926-8273**, to discuss their symptoms before they arrive for appointments or schedule Urgent Care visits. Patients should not walk in or schedule an appointment online.



- **Appointments:** If you have the respiratory symptoms, please first call the COVID-19 nurse line BEFORE coming to any hospital or clinic. Do not walk in without an appointment or use online appointment scheduling.

#### Memorial Care

- **Memorial Care Information Page:** <https://www.memorialcare.org/coronavirus>
- **Long Beach residents:** For additional information about coronavirus, please contact the City of Long Beach Coronavirus Hotline at **562-570-4636**.
- **Orange County residents:** For additional information about coronavirus, Orange County Public Health has created a Health Referral Line to take questions from the public about COVID-19. For inquiries, please call **800-564-8448**.

#### Health Care Partners

- **Health Care Partners Information Page:** <https://www.optumcare.com/coronavirus.html>
- **Mental Health concerning COVID-19:** If you are feeling worried or stressed about COVID-19, there's help. Call the Optum Emotional Support Help Line. You can reach it toll-free at **866-342-6892**, 24 hours a day, 7 days a week.

#### Monarch

- **Call with questions:** Toll-free: **888-767-2222**; TTY: **800-735-2922**  
Mon.– Fri. 8:30 a.m.–5 p.m. local time
- **Emotional Support:** If you are feeling worried or stressed about COVID-19, there's help. Call the Optum Emotional Support Help Line. You can reach it toll-free at **866-342-6892**, 24 hours a day, 7 days a week.
- **Info Sheet:** <https://www.optumcare.com/coronavirus.html>