



VEBA Member Alert: COVID-19 Closures

March 27, 2020

As VEBA continues to monitor the national COVID-19 emergency, we'd like to share some updates from our carriers and medical groups.

If you are feeling stressed or anxious, remember that VEBA members have a number of free resources available to them. The Optum Emotional Support line is available 24 hours, 7 days a week, at **866-342-6892**. It is open to family and friends as well.

Additionally, VEBA Advocacy can help with billing and care issues at **888-276-0250**. Stay tuned to <https://vebaonline.com/page/coronavirus-coverage> for the latest COVID-19 news and updates from VEBA.

Important Provider Changes:

Over the coming weeks, we expect there to be significant changes in how to best use non-COVID-19 health care. Temporarily, medical groups will be consolidating their locations for non-COVID-19 care, postponing elective surgeries and procedures and limiting face-to-face visits to protect the community and medical staff. We highly encourage you to utilize virtual visits either through the carrier or through your medical group where available.

In instances where your primary medical office is closing, the trend has been for the provider to notify members who have appointments. You can still call your providers to understand where you should seek care, in the event you need a face-to-face visit. Providers have also started posting closure and process changes on their websites.

If you are showing symptoms of COVID-19 or come in contact with a person with COVID-19, we recommend **calling** your health care provider immediately. For the latest news on coronavirus, please visit the [CDC](https://www.cdc.gov). If you are experiencing a medical emergency, please call 911.

Kaiser

Kaiser will continue to postpone elective surgeries and procedures. In addition, Kaiser will temporarily close medical facilities in San Diego, Clarita and Riverside. Affected members with appointments or an active prescription were contacted by Kaiser.

Members can continue to access telehealth by visiting <http://kp.org/getcare>. Members can receive prescriptions and refills through Kaiser's mail-order pharmacy as well as pick them up at other pharmacy locations. Visit <http://kp.org/rxrefill> to learn more.



Temporary Kaiser closures are listed below. For updated facility closure and COVID-19 information, please visit the following link: [Southern California facility updates on kp.org](https://www.kaiserpermanente.org/locations/southern-california-facility-updates).

San Diego (Closures effective March 27)

- Carmel Valley Medical Offices
- Carlsbad Medical Offices
- Bostonia Medical Offices
- Vista Medical Offices
- El Cajon (Travelodge) Medical Offices
- Kearny Mesa Rehabilitation Center

San Diego (Consolidation of Services effective March 27, meaning the facility is open but some services are temporarily unavailable)

Facility	Services Available	Services Closed	Pharmacy	Radiology	Lab
Oceanside	Pediatric - Well Child ONLY	Primary Care	Closed	Closed	Closed
Point Loma	Behavioral Health/Addiction Medicine Surgical (Fertility)	Primary Care Medical Specialty	OPEN	OPEN	OPEN
Rancho San Diego	Pediatric - Well Child ONLY	Primary Care	Closed	Closed	Closed
Rancho San Bernadino	Pediatric - Well Child ONLY	Primary Care Medical Specialty Behavioral Health/Addiction Medicine	Closed	Closed	Closed

San Bernardino (Closures effective March 30)

- Chino (Central) Medical Offices
- Colton Medical Offices
- Indian Hills Medical Offices
- San Bernardino Medical Offices
- Upland Medical Offices

Riverside (Closure effective March 25)

- Palm Springs Medical Offices and Pharmacy



Santa Clarita (Closures effective March 25)

- Canyon Country
- Santa Clarita Executive Plaza

West LA (Closure effective March 24)

- Vision Essentials - La Cienega

South Bay's Diagnostic (Consolidation effective March 24)

- Imaging Services at Signal Hill (not a closure, a consolidation of services only)

Orange County (Closures effective March 22)

- San Juan Capistrano Medical Offices
- Foothill Ranch Medical Offices
- Aliso Viejo Medical Offices
- Yorba Linda Medical Offices
- Anaheim Hills Medical Offices
- La Habra Medical Offices

Whether you're looking for help with sleep, stress or relationships, Kaiser has many digital tools for your mental health and well-being. For mental health advice, call the 24/7 help line at **800-900-3277 (TTY 711)**.

Kaiser is offering the myStrength app free to adult members 18 and older. It provides personalized programs with interactive activities, in-the-moment coping tools, inspirational resources and community support. The app also has new features specifically designed to help you cope with fear or anxiety about the coronavirus. KP members can download digital self-care support resources to their desktop or mobile device at no cost. Get started at kp.org/selfcare.

Scripps

Scripps has announced several changes to assist with staffing needs. Scripps Clinic Santee, Scripps Clinic Bariatric and General Surgery Office in Hillcrest and Scripps Clinic Coronado will be temporarily closed as of the end of this week. Members can visit [Scripps.org](https://scripps.org) for more information.

Providers and staff from these clinics will be temporarily relocated to other Scripps locations. All patients are being called to either move to telehealth or a new temporary location. Members who call in for new appointments will have the opportunity to have a virtual visit or be advised of their new temporary face-to-face office visit.



Currently, patients who normally go to Scripps Clinic Coronado will now receive care at [Scripps Clinic Mission Valley](#) or [Scripps Clinic Torrey Pines](#); those at Scripps Santee will receive care at [Scripps Clinic Rancho San Diego](#); and those at Scripps Clinic Bariatric patients will receive care at [Scripps Clinic Del Mar](#). Affected patients will continue receiving care from their normal providers who also are relocating to the other sites.

Sharp Rees-Stealy

Sharp Rees-Stealy is rescheduling or canceling non-essential visits and services. In addition, Sharp Rees-Stealy will be relocating some physicians and staff, which will result in temporary closures. For the latest updates, please visit

<https://www.sharp.com/services/coronavirus.cfm#closing>.

- Sharp Rees-Stealy Carmel Valley, temporarily closed starting Thursday, April 9
- Sharp Rees-Stealy Chula Vista, all services temporarily moved except for occupational health, pharmacy and urgent care starting Friday, March 27
- Sharp Rees-Stealy El Cajon, temporarily closed starting Tuesday, March 31
- Sharp Rees-Stealy Genesee, temporarily closed starting Thursday, April 9
- Sharp Rees-Stealy La Mesa West, temporarily closed starting Thursday, March 26
- Sharp Rees-Stealy Mira Mesa, temporarily closed starting Thursday, April 2 with the exception of radiology services by appointment
- Sharp Rees-Stealy Point Loma, temporarily closed starting Thursday, March 26
- Sharp Rees-Stealy San Carlos, temporarily closed starting Tuesday, March 31
- Sharp Rees-Stealy Scripps Ranch, temporarily closed starting Thursday, April 2

Affected patients will be contacted directly by Sharp. Patients will continue to receive care in-person as needed or by phone or video. In-person visits may occur at a location other than their usual office on a temporary basis.

Outdoor respiratory clinic will be set up outside of each urgent care location to assess and treat respiratory patients. These clinics will provide the best way to assess and treat patients with respiratory illness while at the same time ensuring the safety of health care workers and other patients. Patients will be referred to these clinics by their Sharp Rees-Stealy care provider.

Patients who have any questions or require care, should continue to contact their doctors and care team members by phone or through the FollowMyHealth® patient portal. [Sharp.com](#) will be updated with real time changes.



VEBA Resource Center

The health and safety of our members is our biggest concern. We will continue to follow local and national guidelines on gatherings and public spaces and we will re-open the VEBA Resource Center for appointments when possible.

We will send a notice out to all members when we can re-start in person appointments so you can schedule your sessions. In the meantime, we are working on bringing new resources that you can access from home. Be sure to follow us on social media to get the latest news and updates.

We miss seeing you in person so let us know what you might be interested in as we discover new ways to connect with you all remotely. Join our Dr. Sondoozi every Thursday from noon to 1 p.m. for a Facebook Live chat on mental well-being.

In these times of uncertainty, we are all feeling a wide variety of emotions. Please know our Care Navigators are available for telephonic appointments to talk you through techniques, resources and ways to manage this new reality. Reach out to the center at VRC@mcgregorinc.com or **619-398-4220**.

Post 65

Post 65 seminars and face-to-face meetings are canceled until further notice. Members can call the Post 65 line at **619-961-2047** or email their questions to post65inquiries@mcgregorinc.com.