

Zoe So

From: DHCS PRIME <PRIME@dhcs.ca.gov>
Sent: Tuesday, July 7, 2020 3:58 PM
Subject: 24/7 Free Medi-Nurse Call Line Launches for COVID-19 Questions: (877) 409-9052

Dear PRIME Entities,

DHCS launched a free, 24/7 Medi-Nurse advice line to answer questions about COVID-19 for anyone who:

- Doesn't have insurance, or
- Is a Medi-Cal beneficiary but doesn't have a regular doctor or managed care plan to oversee their care.

The nurses who field the questions can help callers:

- Understand if symptoms might be related to COVID-19
- Determine whether they need to self-isolate
- Decide if they need to see a doctor to get tested and/or treated
- Connect with a Medi-Cal provider who can help determine presumptive eligibility for Medi-Cal

Please tell the people you serve about the new Medi-Nurse line to help them understand more about COVID-19 symptoms, testing, and treatment. Flyers and social media content to share are on the DHCS [website](https://dhcs.ca.gov/medi-nurse) (dhcs.ca.gov/medi-nurse).

Medi-Nurse Call Line: (877) 409-9052

Thank you,

The PRIME Team

