



## URGENT: Telehealth Services for California Fire Victims

*Teladoc offers free general medical care to residents of areas affected by California's fires*

To ensure that California residents affected by the fires have access to care, Teladoc is offering free general medical care with board certified physicians 24 hours a day, seven days a week to residents of Butte, Los Angeles and Ventura counties, and the surrounding areas impacted by the fires.

Treatment for basic illness is provided in voice or video via mobile telephone or landline. Teladoc's physicians can provide prescription medications if deemed necessary.

### WHO IS ELIGIBLE?

This service is available to any individual impacted by the fires regardless of insurance coverage.

### HOW TO ACCESS SERVICES

To receive services, please encourage your patients and any residents impacted by the fires to contact the designated hotline at **1-855-225-5032** or visit **teladoc.com/cafires** for more information.

### HOW YOU CAN HELP

Please provide the designated hotline and website information to your patients, impacted residents and nearby shelters to help spread the word about the availability of these important services.

### ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact Teladoc at 1-855-225-5032. For all other questions, contact the Health Net Provider Services Center by email at [provider\\_services@healthnet.com](mailto:provider_services@healthnet.com) within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
  - Kern
    - Los Angeles
    - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

PROVIDER SERVICES  
[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)

**EnhancedCare PPO (IFP)**  
1-844-463-8188  
[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**EnhancedCare PPO (SBG)**  
1-844-463-8188  
[provider.healthnet.com](http://provider.healthnet.com)

**Health Net Employer Group HMO, POS, HSP, PPO, & EPO**  
1-800-641-7761  
[provider.healthnet.com](http://provider.healthnet.com)

**IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO**  
1-888-926-2164  
[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**Medicare (individual)**  
1-800-929-9224  
[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**Medicare (employer group)**  
1-800-929-9224  
[provider.healthnet.com](http://provider.healthnet.com)

**Medi-Cal – 1-800-675-6110**  
[provider.healthnet.com](http://provider.healthnet.com)

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