

SUTS INFORMATION BULLETIN

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SUBJECT: DHCS -24/7 Medi-Nurse Line

The Department of Health Care Services (DHCS) announces a **24/7 Medi-Nurse Line** that offers free 24/7 nurse advice line for beneficiaries and clients who have questions about COVID-19. Clients who have questions about COVID symptoms, testing, and treatment can call the line for information. The announcement from DHCS is reproduced below.

24/7 Free Medi-Nurse Call Line Launches for COVID-19 Questions: (877) 409-9052

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 them get enrolled

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

SUTS recommends sharing information about the Medi-Nurse line with all beneficiaries by:

- ❖ Posting this information in a public area visible to visitors (for agencies who are seeing beneficiaries in person)
- ❖ Creating cards with the Medi-Nurse telephone number to give to beneficiaries
- ❖ Sharing this information with beneficiaries during remote sessions.
- ❖ Sharing this information with clinicians so they can provide the phone number to clients