April 1, 2020

CalOptima Info on COVID-19

CalOptima Customer Service remains ready to respond to member needs. Members can call Customer Service from the safety of their home, 24 hours a day, 7 days a week. We have staff who speak their language.

- Medi-Cal toll-free: **1-888-587-8088**
- OneCare Connect toll-free: **1-855-705-8823**
- OneCare toll-free: **1-877-412-2734**
- TTY users can call toll-free at **1-800-735-2929**.
- PACE at **1-714-468-1100** or toll-free at **1-855-785-2584**
    - PACE TTY users can call toll-free at **1-714-468-1063**.

We are continuing to serve our members through our Customer Service phone lines, as we adhere to guidelines to reduce the possibility of transmission. Our buildings **are closed to visitors**.

CalOptima
505 City Parkway West
Orange, CA 92868

Program of All-Inclusive Care for the Elderly (PACE)
13300 Garden Grove Blvd.
Garden Grove, CA 92843

County Community Service Center
15496 Magnolia Street, Suite 111
Orange, CA 92610

For CalOptima specific updates on COVID-19, please visit our home page at **www.caloptima.org**.

National information can be found on the Centers for Diseases Control and Prevention (CDC) website at **www.coronavirus.gov** and local information can be found at the Orange County Health Care Agency (OC HCA) website at **www.occovid19.ochealthinfo.com**.

<div style="text-align:center">

CDC (National Information)   **OC HCA (Local Information)**

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Update for CalOptima Providers

Providers and other health care professionals with questions can contact the Provider Relations department by phone at 714-246-8600 or email at **providerservices@caloptima.org**. Provider updates during the COVID-19 public health emergency can be found at **www.caloptima.org/en/Features/COVID-19/ProviderCommunication.aspx**

Recent updates providers should be aware of:

- **Provider Alert: New ICD-10 and HCPCS Codes Related to COVID-19** *(posted 3/27/20)*

- **Provider Alert: CMS Partial Approval of California's 1135 Waiver Requests** *(posted 3/26/20)*

- **Provider Alert: Access and Availability Reminder**
  - Please immediately notify Provider Relations to report if there has been a reduction or change in access and availability to CalOptima members. Information regarding what needs to be reported can be found here *(posted 3/26/20)*

- **Information for Applied Behavior Analysis (ABA) Providers**
  - CalOptima Guidance for Behavioral Health Treatment (BHT) in response to COVID-19 pandemic. *(posted 3/23/20)*

- **FAQs on Telehealth and HIPAA during the COVID-19 nationwide public health emergency**
  - From the U.S. Department of Health and Human Services Office for Civil Rights. *(posted 3/23/20)*

- **Coronavirus Disease 2019 COVID-19 Testing and Coding**
    - Testing for COVID-19 is rapidly expanding, and CalOptima would like to make our contracted, community-based providers aware of the status of testing in Orange County. *(posted 3/19/20)*

- **COVID-19 FAQs – Telehealth Services**
    - CalOptima is furnishing these FAQs to address providers' and health networks' (HNs') questions about providing telehealth services to CalOptima members to reduce potential exposure to COVID-19. *(posted 3/18/20; **UPDATED 3/24/20**)*

- **What should you do when you identify a CalOptima member who needs testing for COVID-10** *(posted 3/11/20)*

Orange County Community Services
Extends Call Center Hours

ORANGE COUNTY OPERATIONAL AREA
EMERGENCY OPERATIONS CENTER

FOR IMMEDIATE RELEASE

PRESS RELEASE # 026
Date: 3-25-20   Time: 16:49 hours

ORANGE COUNTY COMMUNITY SERVICES EXTENDS CALL CENTER HOURS

Effective today, Orange County Community Services will expand call center hours to meet the needs of seniors, veterans, business owners and the unemployed affected by the novel coronavirus (COVID-19) pandemic. Orange County Community Services oversees the Orange County Veterans Service Office, Office on Aging and Community Investment Division programs.

Call Center operators will be available to take calls at (714) 480-6450 during the following extended hours of operation:
- Weekdays (Monday – Friday) from 8 a.m. to 8 p.m.
- Saturdays and Sundays from 8 a.m. to 5 p.m.

The Call Center is staffed and operated by caring, skilled, bilingual and bicultural information assistance professionals who can assess situations and offer resources tailored to meet individual needs. The Call Center has translation available in over 240 languages.

For additional information on programs, please visit www.occommunityservices.org.

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For general information about COVID-19, please call the OC Health Care Agency's (HCA) Health Referral Line at (800) 564-8448, visit http://www.ochealthinfo.com/novelcoronavirus, or follow the HCA on Facebook (@ochealthinfo) and Twitter (@ochealth).

For non-medical questions, contact the County of Orange Public Information Hotline at (714) 628-7085.

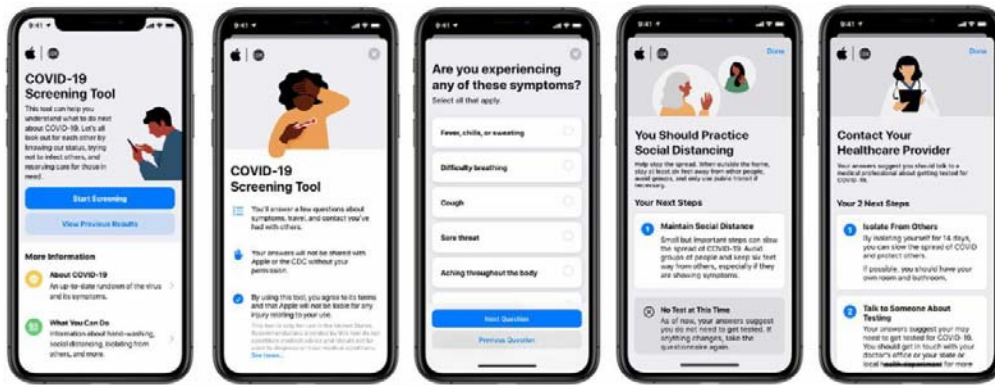Release authorized by Board of Supervisors: _____
Release authorized by County Executive Officer: _____
Release authorized by Director of Emergency Services: _____
Sent by: _____ Date/Time: 3/25/20 1200

Click **here** for the full press release.

CDC Teams Up with Apple to Develop COVID-19 Online Test

The CDC and Apple have released an app and website that guides Americans through a series of questions about their health and exposure to determine if they should seek care for COVID-19 symptoms. The tool provides CDC recommendations on next steps including guidance on social distancing and self-isolating, how to closely monitor symptoms, recommendations on testing, and when to contact a medical provider. Visit **www.apple.com/covid19** to download the free app.

Orange County Health Care Agency Announces New Website and Releases COVID-19 Case Counts by Cities

The Orange County Health Care Agency (HCA) redesigned its website, giving it a clean and easy to navigate feel. Residents are encouraged to visit the website to stay updated with information and resources related to COVID-19.

The HCA now releases COVID-19 case counts by cities in Orange County Click **here** for the latest case counts, case counts per city, testing figures and more.

Click **here** to watch a video by Orange County Health Officer, Dr. Nichole Quick and OC Health Care Agency Director of Public Health Services, David Souleles. The video reminds residents to practice social distancing to reduce the spread of COVID-19.

Visit the HCA website at **www.occovid19.ochealthinfo.com**

OC District Attorney Established Coronavirus

Scam Hotline

The Orange County District Attorney's (OCDA) Office established a hotline to report individuals or businesses they suspect of engaging in price gouging or any other COVID-19 related scams. In addition to price gouging, consumers should be on the lookout for other types of scams that are common during emergencies.

There are things you can do to protect your personal information. Do not click on any email, text or other digital communication that is not from a trusted source.

Reporting can be done anonymously by calling the OCDA Coronavirus Scam Hotline at 714- 834-3482. Reports can be emailed to **reportascam@da.ocgov.com**.

Visit the OCDA website at **www.orangecountyda.org** for more information

OC Sheriff Department - Stay Cyber-Safe During COVID-19

Scammers take advantage of people's fears. They may use emails, social media, or phone calls about COVID-19 to spread misinformation in order to ask for donations, sell products or get personal information. Click **here** for the OC Sheriff's Department blog about some ways to be scam smart.

Orange County Emergency Operations Center
Requests Personal Protective Equipment

The Orange County Emergency Operations Center is requesting donations of protective equipment and supplies from businesses and corporations. The materials will be utilized by healthcare

providers throughout the county.

The following types of protective medical supplies must be new and in unopened containers and boxes:

- N-95, surgical masks and face shields (all sizes)
- Disposable gloves (all sizes)
- Eye protection
- Medical gowns: disposable gowns and isolation gowns
- Antibacterial and disinfecting wipes

Donations will be stored in a temperature-controlled environment prior to distribution. Businesses and corporations that would like to donate can call the Orange County Public Information Hotline at 714-628-7085.

Resources in the Community

Get updates from the Orange County Department of Education (OCDE) Newsroom regarding school closures, grab-and-go meals and school district related information.
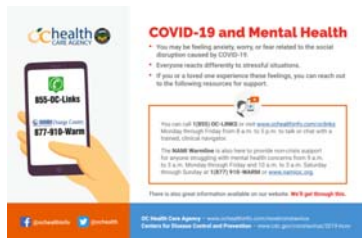
OCDE Newsroom

To find food resources, call, text or visit the 211 OC website.

211 OC

Clinic in the Park, an American Academy of Pediatrics, OC Chapter Project created a list of all County schools that offer FREE MEALS to students 18 years of age and under.

Free School Meals

Call 1-855-OC-LINKS to talk or chat with a trained or clinical navigator. Or you can call 877-910-WARM for non-crisis support for anyone struggling with mental health concerns.

NAMI OC

OC Links

CalOptima | 505 City Parkway West, Orange, CA 92868

Total Control Panel   Login

To: ldunn@ocbc.org

From:

aiolxmwhptckoysxn7hpsvg==_1130766901736_pf2p0bjxeemsvtsuuo5iag==@in.constantcontact.com

You received this message because the domain in.constantcontact.com is on the enterprise allow list. Please contact your administrator to block messages from the domain in.constantcontact.com