



Provider Bulletin

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THIS ISSUE

pg 1 24/7 Free Medi-Nurse Call Line Launches for COVID-19 Questions: (877) 409-9052

TRAINING SEMINARS

To reserve a spot online or to view a complete list of training seminars, to go the [Provider Training Seminar Schedule](#).

Please note: Due to the COVID-19 situation, all seminars will be held as webinars. These changes are noted in red on the [Provider Training Seminar Schedule page](#).

PROVIDER ENROLLMENT ASSISTANCE LINE

Speak with an Enrollment Specialist. Go [here](#) for more information.

Available every Wednesday 8am - 4pm

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

The Department of Health Care Services (DHCS) launched a free, 24/7 Medi-Nurse advice line to answer questions about COVID-19 for anyone who:

- Does not have insurance, or
- Is a Medi-Cal member but does not have a regular doctor or managed care plan to oversee their care.

The Medi-Nurse line connects Medi-Cal members with a nurse, **24 hours a day, 7 days a week**, to talk about COVID-19 symptoms and help link them with local resources in their area. Available in multiple languages, the line has steps in place that allow callers to access interpreters as needed. 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

Continued on pg 2



help determine presumptive eligibility for Medi-Cal

DHCS encourages Medi-Cal dental providers to tell their Medi-Cal patients about the Medi-Nurse line: (877) 409-9052. To download and share Medi-Nurse line educational resources (flyers and social media content) or for more information about the line, please visit the DHCS website [here](#).