Are you currently affected by a wildfire? We can help you get the care you need. Call us at (800) 863-4155 for help. We can help you find medical care. We can also help with your prescriptions. We are working with pharmacies, hospitals, and health centers in the area. We want to make sure you can get health care from any of our providers. If you need a new Partnership ID card, mental health services, or any other service, please call us. We are ready to help.

Do you have problems breathing? With bad air quality, it’s important to have an emergency supply of medication and/or equipment. If you need help getting and emergency supply, please call us.

Below is additional information and resources. Please contact us if you have any questions or concerns.

**24-Hour Advice Nurse**
If you cannot reach your doctor, call the Advice Nurse. A nurse is available 24 hours a day, seven days a week at (866) 778-8873.

**Primary Care Services**
Right now, you may not be able to see to your assigned primary care provider. If this happens and you need to see a doctor, don’t worry. You can get medical services at any Partnership HealthPlan of California primary care provider. Please call our Member Services Department at (800) 863-4155 for help finding a provider near you.

**Medical Services Outside of Your County**
You may be staying in another county due to the fires. If you need medical services, please contact Member Services at (800) 863-4155. Don’t worry if your medicine, medical supplies, or equipment were lost or damaged in the wildfires. Please call your pharmacy or medical supply provider. Let them know you need an early refill or replacement due to the wildfires.
**MEMBER SERVICES**

Our Member Services Department is here to help you. Please call us if you are having problems getting medical care or a prescription. Call (800) 863-4155 or TTY: (800) 735-2929 or 711 Monday – Friday 8 a.m. – 5 p.m.

Updated: 10/29/2019

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**Quick Reference**

**Member Services:**
(800) 863-4155

**24-Hour Advice Nurse:**
(866) 778-8873

**PHC Primary Care Services:**
(800) 863-4155

**PHC Care Coordination:**
(800) 809-1350

**Mental Health Services:**
(855) 765-9703

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**Emergency Care: Wildfires**

**If Pharmacies Are Closed Due to a Wildfire**

Your pharmacy may be closed due to a wildfire. During a state of emergency, you can use almost ANY pharmacy to fill your prescriptions. Even if you are not in the city or county where you live, other pharmacies are available. This includes grocery store pharmacies and chains such as CVS, Wal-Mart, Rite Aid and Walgreens. If you need help finding an open pharmacy near you, call Member Services Department at (800) 863-4155.

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**Mental Health Services**

Beacon Health Strategies is here to help. Please call Beacon if you’re in need of mental health services. If you are already in care, try calling your current provider. Call Beacon if you are unable to reach your provider. Beacon Health Strategies phone line is open 24/7 for urgent calls at (855) 765-9703.

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**Wildfire Smoke Tips**

During wildfire season, these tips can help you lower health impacts from wildfire smoke:

- **Reduce outdoor physical activity.** Exercise increases the amount of air your lungs take in by as much as 10 to 20 times, allowing pollution deeper into the lungs.
- **Reduce exposure to smoke.** Children, the elderly, women who are pregnant, and people with respiratory or heart conditions should be particularly careful to avoid exposure.
- **Turn on your air conditioner.** Reduce exposure to outdoor smoke by closing all windows and doors and turning on the air conditioner. Consider visiting a place with air conditioning if no air conditioner is available and it is too warm to stay indoors.