



VEBA Member Alert: COVID-19 Kaiser Southern California Closures

April 9, 2020

As VEBA continues to monitor the national COVID-19 emergency, we'd like to share some updates from our carriers and medical groups.

If you are feeling stressed or anxious, remember that VEBA members have a number of free resources available to them. The Optum Emotional Support line is available 24 hours, 7 days a week, at **866-342-6892**. It is open to family and friends as well.

Additionally, VEBA Advocacy can help with billing and care issues at **888-276-0250**. Stay tuned to <https://vebaonline.com/page/coronavirus-coverage> for the latest COVID-19 news and updates from VEBA.

Important Provider Changes:

Over the coming weeks, we expect there to be significant changes in how to best use non-COVID-19 health care. Temporarily, medical groups will be consolidating their locations for non-COVID-19 care, postponing elective surgeries and procedures and limiting face-to-face visits to protect the community and medical staff. We highly encourage you to utilize virtual visits either through the carrier or through your medical group where available.

In instances where your primary medical office is closing, the trend has been for the provider to notify members who have appointments. You can still call your providers to understand where you should seek care, in the event you need a face-to-face visit. Providers have also started posting closure and process changes on their websites.

If you are showing symptoms of COVID-19 or come in contact with a person with COVID-19, we recommend **calling** your health care provider immediately. For the latest news on coronavirus, please visit the [CDC](https://www.cdc.gov). If you are experiencing a medical emergency, please call 911.

Kaiser

Additional temporary facility and service consolidations will take effect in Orange County on April 9.

Effective April 9, the following four medical offices will temporarily close:

- Brea Medical Offices and Pharmacy
- Huntington Medical Offices and Pharmacy
- La Palma Medical Offices and Pharmacy
- Lakeview Medical Offices and Pharmacy



Effective April 9, the following medical offices and their urgent care centers will only see patients with respiratory symptoms.* Their pharmacies will remain open. Members with non-respiratory urgent care needs will be directed to Harbor/MacArthur Medical Offices.

- Garden Grove Medical Offices and Urgent Care
- Mission Viejo Medical Offices and Urgent Care

* *Respiratory symptoms include:* Coughing, sneezing, diarrhea, ear pain, nasal congesting, pink eye/conjunctivitis, shortness of breath, sinus pressure, sore throat, vomiting, wheezing.

Effective April 9, the following medical offices will only see patients with non-respiratory symptoms. Their pharmacies will remain open. All Well-Child visits will only be seen at these two locations.

- Euclid Medical Offices
- Tustin Medical Offices

Please know:

- We are focused on providing virtual care to our Orange County members whenever possible and appropriate.
- Kaiser Permanente hospitals (Kaiser Permanente Orange County Medical Center- Anaheim and Kaiser Permanente Orange County Medical Center- Irvine) remain open for Emergency and inpatient care.
- 3 Urgent Care locations remain open:
 - Harbor/MacArthur Medical Offices will serve members with non-respiratory symptoms
 - Garden Grove Medical Office and Mission Viejo Medical Office will be dedicated to serving those members with respiratory symptoms
- Two Medical Offices have been designated to serve Well-Child visits (Euclid Medical Offices and Tustin Ranch Medical Offices).
- Members can continue to self-schedule telehealth appointments via kp.org.
- Members can receive prescriptions and refills through our mail-order pharmacy as well as pick them up at other pharmacy locations.
- Radiology, Lab and Pharmacy continue to be available at the open facilities that routinely offer those services.
- The latest facility updates for Southern California members will be posted in English and Spanish on these easy to remember URLs:
kp.org/careoptions/scal
kp.org/opcionesdescuidado/scal

Members can continue to access telehealth by visiting kp.org/getcare.



Kaiser is offering the myStrength app free to adult members 18 and older. It provides personalized programs with interactive activities, in-the-moment coping tools, inspirational resources and community support. The app also has new features specifically designed to help you cope with fear or anxiety about the coronavirus. KP members can download digital self-care support resources to their desktop or mobile device at no cost. Get started at kp.org/selfcare.