

COVID-19 Resources for Members

Gold Coast Health Plan (GCHP) is here to take care of you during the coronavirus outbreak. Your health, wellness and safety are important to us. If you get sick, your care will be covered. We are here for you.

We are here to help you!

If you need additional support, our Member Services Department can help you:

- Select or change your Primary Care Provider (PCP).
- Request a new GCHP ID card.
- File a complaint or grievance.
- Get in touch with a care manager.
- Connect to mental health services through Beacon Health Options if you are feeling anxious or depressed.
- Reach out to the Health Education Department for resources and language assistance services.

Call Member Services, Monday through Friday, from 8 a.m. to 5 p.m. at:

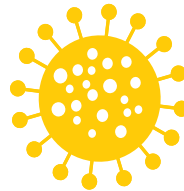
- **1-888-301-1228**
- If you use a TTY, call **1-888-310-7347**

Free Advice Nurse Line

GCHP has a 24-hour Advice Nurse Line. This line gives you access to a registered nurse 24 hours a day, seven days a week. The nurse can speak to you over the phone in your preferred language when you or a family member have any medical questions.

The nurse also can help you decide if you:

- Need to go to urgent care.
- Can wait to see your doctor.
- Can take care of your symptoms at home.



The nurse can also answer questions or address concerns about the Coronavirus.

Talk to a nurse by calling:

- **1-805-437-5001**
- **1-877-431-1700 (toll free)**
- If you use TTY, call **711**



For the most current information on COVID-19 and GCHP resources, visit www.GoldCoastHealthPlan.org and www.VCEmergency.com.

Statement of Nondiscrimination and Language Assistance

Gold Coast Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Gold Coast Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-301-1228 (TTY: 1-888-310-7347).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-301-1228/TTY 1-888-310-7347.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-1228 (TTY: 1-888-310-7347)。