![Gold Coast Health Plan — A Public Entity]

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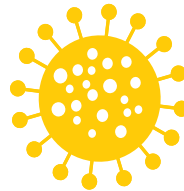
The nurse can also answer questions or address concerns about the Coronavirus.

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.