

# Get Help and Support with Emergency Services from Community Health Plan of Imperial Valley

*Community Health Plan of Imperial Valley is here to support our members and communities during times of need. We have many ways to assist you if you have been affected by an emergency. They include:*



## Phone outreach support

- Ensure you and your family are safe. We'll review all emergency safety (fire, flood, earthquake etc.) information.
- Connect you to:
  - Local evacuation centers
  - Resources
  - Transportation
- Gauge your need for any medical help and medications. We will also connect you to other provider and pharmacy options, if you can't access your:
  - Regular provider
  - Specialist
  - Local pharmacy
- Find other COVID-19 vaccine appointment options, if you can't make a current appointment.



## On-site support

- Give direct member support on-site and at local county evacuation centers.
- Provide health care help. Plus, assist you with the many resources and services available to you in your nearby community.
- Help you to:
  - Schedule appointments
  - Find a pharmacy or help with your medication(s)
  - Book transportation to and from medical appointments and pharmacy visits



## Community Health Plan of Imperial Valley emergency numbers

### Member Services:

1-833-236-4141  
(available 24/7)

### Emergency Prescription Supply Information:

1-800-977-2273  
(available 24/7)

### Mental Health Hotline:

1-833-236-4141  
(available 24/7)

### Information for Healthcare Providers:

1-833-236-4141  
(available 24/7)