



Community Providers:

As our local health care community navigates through the COVID 19 crisis, we want to reassure you that Landmark Health is monitoring and refining our plan to care for our shared complex, chronically ill patients.

- We have enhanced our 24/7 clinical call center staffing to meet increased demand, including additional training and staff resources to address patient anxiety.
- As always, our clinical phone line is answered 24/7 to address questions, provide clinical triage, and deploy providers to treat patients in their home.
- Routine clinical visits are now being conducted via phone and video to ensure patient safety and to continue proactive management of chronic conditions to keep patients well at home.
- Landmark remains available for in-home Urgent Visits by our physicians and advanced practice providers when necessary with appropriate PPE. If we feel there is risk to patients or Landmark providers, we will triage to the appropriate levels of care.
- We have increased our outbound telephonic, written and electronic patient touch points to educate patients about how to stay safe and healthy. And we are enhancing our screening to identify patient issues with medication, food, housing, or other concerns about managing their conditions over the next 30 days.

Please don't hesitate to leverage our medical team as an extension of your health care team to care for our mutual patients.

Contact your local Landmark team with questions. See page 2 for local clinical lines.

Landmark Locations and Clinical Phone Numbers

All lines are answered 24/7.



Location	24/7 Clinical Line
CA – Bay Area	1-844-760-5982
CA – Los Angeles/Orange County	1-877-259-4056
CA – San Diego	1-877-260-2261
CA – Sacramento	1-833-874-1534
KS & MO	1-833-358-0017
LA & MS	1-833-362-6703
MA	1-877-255-3259
NC Durham	1-833-355-6036
NC Winston	1-833-357-2966
NY – Albany/The Capital District	1-877-243-5579
NY – Buffalo & Rochester	1-877-241-2541
NY – New York City	1-855-201-4988
OH – Cincinnati/Dayton/Northern KY	1-833-358-2113
OH – Columbus	1-833-358-2665
OR – Portland	1-888-509-4116
PA – Harrisburg / Central PA	1-877-257-2192
RI – Providence	1-877-255-3259
WA – Puget Sound & Spokane	1-877-260-7647

PLEASE NOTE:

Lines are for Landmark patients only.

Landmark patients and family members, caregivers and providers of Landmark patients can call their nearest number to reach a Landmark provider.

If you are not a Landmark patient, please contact your primary care provider. We cannot assist patients unaffiliated with our medical practice.

If you are having a medical emergency, call 911.