



## Community Provider:

As our local health care community navigates through the COVID 19 crisis, Landmark Health and its affiliated medical groups (“Landmark”) are monitoring and continually 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 when clinically necessary.
- Landmark is available to engage all eligible patients to help them receive care in the safety of their homes during the duration of this crisis, and beyond, in collaboration with their PCP and specialists. As always, we welcome referrals from PCPs and specialists whose patients would benefit from being able to receive care in their homes, either due to limited clinic availability, or to help patients avoid community exposure and risk of clinic and urgent care visits at this time.
- Landmark has the necessary personal protective equipment to conduct in-home visits safely across all of its markets. This includes urgent visits, post-discharge visits, end of life discussions, and routine visits when clinically necessary.
- We are also conducting Video and Telephonic visits with patients where desired or where the benefit of an in-home visit does not outweigh remaining risks.
- Landmark has increased our outbound telephonic, written and electronic patient touch points to educate both engaged and non-engaged patients about how to stay safe and healthy.
- We are also screening all patients to identify issues with medication, food, housing, and managing their conditions, with a focus on prioritizing helping patients stay home and providing guidance to those living with someone who is coming in and out of the home. In all these cases, we are connecting patients with Landmark Pharmacists, Social Workers, Nurse Care Managers, and Behavioral Health specialists to set up deliveries or other arrangements to mitigate their risk of contracting COVID-19.

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, or to receive an updated list of eligible patients. *See page 2 for local clinical lines.*



## Landmark Locations and Clinical Phone Numbers

| 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     |

### **Calls Answered 24/7:**

Landmark patients and family members, caregivers and providers of Landmark patients can call their nearest number to reach a Landmark provider 24/7.