

UPDATES AND ANNOUNCEMENTS

IMPORTANT NEWS FROM CALOPTIMA



April 29, 2020

How to Get Tested

Orange County COVID-19 Testing Network Launched

The Orange County COVID-19 Testing Network coordinates and expands testing across Orange County to create a safety net for anyone who is experiencing COVID-19 symptoms but is unable to receive testing through a health care provider.

Please note that COVID-19 testing may be restricted at times to high-priority groups, as defined by the California Department of Public Health or Orange County Public Health.

However, if you know someone who wants to get tested, they need to follow these steps in the order below. Walk-ins will not be accepted.

1. Call their primary care provider (PCP) to schedule a visit by phone or telehealth. **Their PCP will decide if they meet the current testing criteria.**
2. If they meet the criteria and their PCP offers testing at their office, the person needs to schedule an appointment to be tested at their PCP's office.
3. If they meet the criteria and their PCP does **not** offer testing, then the person needs to call their health network to make an appointment at the health network's testing site.
4. If **both** their PCP and health network do **not** offer testing, then they can call the Orange County COVID-19 Testing Network of clinics to make an appointment. The person **MUST** make an appointment for testing with one of the clinics to ensure eligibility and availability to be tested.

If someone does not have a PCP or a health network, then they can proceed to

step 4 (above).

If a new CalOptima member does not have a PCP or health network, please have them call us to choose a PCP and a health network. Call CalOptima Customer Service toll-free at **1-888-587-8088**, 24 hours a day 7 days a week. We have staff who speak their language. TTY users can call toll-free at **1-800-735-2929**. Visit us at www.caloptima.org.

CalOptima has waived all costs for our members to get screened, tested and receive medically necessary treatment for COVID-19. If they are asked to pay, please call us at the above number.

For the OC COVID-19 Testing Network, **appointments need to be scheduled** at any of the below network test sites to assure eligibility and availability to be tested. Locations include:

- AltaMed Urgent Care – Anaheim at 888-499-9303
- AltaMed Medical Group – Huntington Beach at 888-499-9303
- AltaMed Medical Group – Santa Ana Bristol at 888-499-9303
- Nhân Hòa Comprehensive Healthcare Clinic at 714-898-8888
- UCI Health – call for site locations at 714-456-7002

Information about the testing network can be found at <https://occovid19.ochealthinfo.com/covid-19-testing-and-screening> or by calling the Orange County Health Care Agency's Health Referral Line at 800-564-8448.