Monoclonal Antibody Regional Center (MARC) is open to treat COVID-19 positive patients

REFER patients for Monoclonal Antibody Treatment by calling (619) 685-2500

- **Open 7 days a week from 8:00am to 8:00pm** at **Palomar Medical Center Downtown**
  555 East Valley Parkway, Escondido, CA 92025
- **Free of cost for all medically eligible patients**
  Regardless of insurance or immigration status
- **Refer as soon as possible**
  Ideally within 72 hours of symptom onset. (Click here for the Referral Form)
- **Questions?**
  Contact COVIDtreatment@sdcounty.ca.gov

Who is medically eligible to receive this treatment?

- ✓ COVID-19 positive person with mild to moderate symptoms, AND
- ✓ Onset of symptoms within last 10 days, AND
- ✓ Person is at **high-risk** for progressing to severe COVID-19 and/or hospitalization
- ✓ Age ≥ 12 years

Who does not meet FDA's EUA criteria to receive this treatment?

- ✓ Persons who are hospitalized or require oxygen due to COVID-19
- ✓ Persons who require an increase in oxygen from baseline
- ✓ Persons with a history of allergic reaction to monoclonal antibody treatment
- ✓ Children < 12 years of age

High-risk is defined as patients who meet at least one of the following:

Age ≥65 years.
OR
- Body mass index (BMI) ≥35, or
- Diabetes, or
- Chronic kidney disease, or
- Immunosuppressive disease or taking immunosuppressive medication

Age ≥55 years,
AND have:
- o Cardiovascular disease, or
- o Hypertension, or
- o Chronic obstructive pulmonary disease/other chronic respiratory disease

Age 12-17 years,
AND weigh at least 40 kg,
AND have at least one of the following:
- o BMI ≥85th percentile for their age and gender, or
- o Sickle cell disease, or congenital or acquired heart disease, or
- o Neurodevelopmental disorders, or
- o Medical-related technological dependence, or
- o Asthma, reactive airway, or other chronic respiratory disease that requires daily medication for control

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What are monoclonal antibodies?

Monoclonal antibodies are made in the lab to help the body fight off viruses, like COVID-19. The US Food & Drug Administration provided emergency use authorization to use these medicines to treat COVID-19. Monoclonal Antibodies decrease the need for Emergency Department or Hospital visits to treat COVID.

Who can get this treatment?

✓ People who test positive for COVID-19, AND
✓ Have had COVID-19 symptoms for less than 10 days, AND
✓ Are at least 12 years old, AND
✓ At high-risk of getting very sick from COVID-19.

People who require oxygen due to COVID-19 or who are allergic to monoclonal antibody treatment do NOT qualify.

Who is at high risk for getting very sick from COVID-19?

Age ≥65 years,
OR

- Diabetes, or
- Overweight or obese, or
- Chronic kidney disease, or
- Immunosuppressive disease

Age ≥55 years,
AND have

- Heart disease, or
- Hypertension, or
- Chronic obstructive pulmonary disease or other chronic lung disease

Age 12-17 years,
AND weigh at least 88 pounds, AND

- Overweight or obese, or have
- Sickle cell disease, or
- Heart disease, or
- Neurodevelopmental disorders, or
- Medical-related technological dependence, or
- Chronic lung disease, or asthma

How to get treatment?

- **Individuals who live or work in San Diego should talk to their primary care provider for more information and a REFERRAL.**
- The MARC is **open 7 days a week from 8:00 AM to 8:00 PM** at the **Palomar Medical Center Downtown** (3rd Floor on 555 East Valley Parkway, Escondido, CA 92025) – Follow signs for the Infusion Center. **There is no cost for treatment.**

Rev. 02/07/2021

Healthy San Diego (Medi-Cal)

Health Plan Contact Card

Health Plan	Member Services	Pharmacy Line	Transportation	Telephone Advice Line	Behavioral Health Services
Aetna Better Health	1-855-772-9076	1-866-785-5702	1-855-772-9076	1-855-772-9076 Opt. 4	1-855-772-9076
Blue Shield CA Promise Health Plan	1-855-699-5557	1-855-699-5557	1-855-699-5557	1-800-609-4166	1-855-321-2211
Community Health Group	1-800-224-7766	1-800-224-7766	1-800-224-7766	1-800-647-6966	1-800-404-3332
Health Net	1-800-675-6110	1-800-867-6564	1-800-675-6110	1-800-675-6110	1-888-426-0030
Kaiser Permanente	1-800-464-4000	1-800-290-5000	1-800-464-4000	1-800-290-5000	1-877-496-0450
Molina Healthcare	1-888-665-4621	1-888-665-4621	1-888-665-4621	1-888-275-8750	1-888-665-4621
UnitedHealthcare	1-866-270-5785	1-800-310-6826	1-866-270-5785	1-866-270-5785	1-866-270-5785

Medi-Cal beneficiaries not enrolled in a Medi-Cal Managed Care Plan or who have no insurance and need general health care advice can call the DHCS Medi-Nurse Line at *1-877-409-9052* 24 hours a day, 7 days a week.

County Mental Health Plan	Jewish Family Service	Consumer Center for Health Education & Advocacy
To access Specialty Mental Health and the Drug Medi-Cal Organized Delivery System 1-888-724-7240	Patient Advocacy Program Complaints and Grievances/Residential Psychiatric Services 1-800-479-2233	Help obtaining covered services and breaking down barriers 1-877-734-3258

5-13-20   Medi-Cal Managed Care Plans cover transportation to all Medi-Cal covered services including Specialty Mental Health, Drug Medi-Cal Organized Delivery System and Denti-Cal

Medi-Cal Transportation Benefit

Frequently Asked Questions for Medi-Cal Transportation Services

General Information

What is nonemergency medical transportation (NEMT)?

NEMT is transportation by ambulance, wheelchair van, or litter van for beneficiaries who cannot use public or private transportation to get to and from covered Medi-Cal services, and who need assistance to ambulate.

Who can receive NEMT?

NEMT is available to all beneficiaries when their medical and physical condition does not allow them to travel by bus, passenger car, taxicab, or another form of public or private transportation. Services must be prescribed by a health care provider.

What is nonmedical transportation (NMT)?

NMT is private or public transportation to and from covered Medi-Cal services for eligible beneficiaries.

Who can receive NMT?

NMT services are available to all beneficiaries with full-scope Medi-Cal and to pregnant women, including to the end of the month in which the 60th day postpartum falls. Beneficiaries will need to verbally let the transportation provider know that there is no other way for them to get to their appointment.

What qualifies as reasons for needing NMT?

Beneficiaries will need to attest to the provider verbally or in writing that they have an unmet transportation need and all other currently available resources have been reasonably exhausted.

Reasons for needing NMT can include any of the following:

- No valid driver's license.

- No working vehicle available in the household.

- Not being able to travel or wait for covered Medi-Cal services alone.

- Having a physical, cognitive, mental, or developmental limitation.

- No money for gas to get to appointment.

What types of services are covered for Medi-Cal transportation?

Transportation is only available to and from covered Medi-Cal services, which includes:

- Medical appointments, including family planning, mental health, and substance use disorder services.

- Dental appointments.

- Picking up prescriptions.

- Picking up medical supplies and equipment.

Who can provide NEMT and NMT Services?

Licensed, professional medical transportation companies approved and enrolled by Medi-Cal. In addition, Medi-Cal managed care plans also directly contract with other transportation providers for services for plan members.

When should I request transportation?

Be sure to contact your transportation provider as soon as you know about an appointment. It is helpful to request the service at least five business days before your appointment. If you have more than one appointment that is ongoing, you can also request transportation to cover those appointments.

Can I accompany my child or spouse to an appointment?

Yes. One assistant, such as parent/guardian or spouse, may accompany a beneficiary on a trip provided by NMT. However, transportation is not available for more than one assistant.

To access transportation benefits call the health plans member services department

Aetna   **1-855-772-9076**   **Community Health Group** **1-800-224-7766**

Blue Shield CA Promise Health Plan 1-855-699-5557

Health Net **1-800-675-6110**   **Kaiser Permanente**   **1-800-464-4000**

Molina   **1-888-665-4621**   **United Health Care**   **1-866-270-5785**