

Coronavirus / COVID-19 information and resources



Important information to know:

- ▶ Providers and clinics are working hard to make sure you can get the care you need. This includes physical and mental health and substance use treatment. Most are setting up visits by telephone or video call. Some in-person appointments are still available.
- ▶ Preventive and chronic care is especially important. Clinics are prepared to serve you safely. Call your provider to learn how you can get care.
- ▶ Dental offices are open for urgent services. They are working on plans to provide safe, regular dental care. Contact your dental clinic to learn more.
- ▶ Symptoms of COVID-19 include fever, cough and shortness of breath.
- ▶ If you are feeling those symptoms, call your primary care provider's (PCP) office. If you are a Jackson Care Connect member and are not sure who your PCP is, check your ID card or call customer service at 855-722-8208.
- ▶ All OHP members in Jackson County can now extend their prescriptions to 90 days. Members can also get prescriptions by mail. Call Jackson Care Connect customer service or your pharmacy to learn more.



If you are feeling anxious or depressed:

- ▶ Help is available. We know many people are experiencing stress and anxiety right now. You are not alone.
- ▶ For mental health and substance use treatment services, please call your provider. They can help you get the support you need. Many are keeping appointments by phone or video.
- ▶ OHP members can access mental health or substance use treatment without a referral. Visit jacksoncareconnect.org/for-members/find-a-provider or call customer service if you need help finding a provider.
- ▶ If you need immediate help, assistance is available at any time:
 - ◆ **Jackson County Crisis line:** Call 541-774-8201 or text HOME to 741-741
 - ◆ **Disaster Distress Hotline:** 1-800-985-5990
 - ◆ **National Suicide Prevention Lifeline:** 1-800-273-8255
 - ◆ **Trevor Project for LGBTQ youth:** Call 1-866-488-7386 or text TalkWithUS to 678-678
 - ◆ **The National Domestic Violence Hotline** at 1-800-799-7233 or text LOVEIS to 22-522.

Out of work? Lost your insurance?

You may qualify for the Oregon Health Plan (OHP)

- ▶ OHP provides access to essential medical care, prescription coverage, mental health care and more.
- ▶ It can also connect you to resources for food, housing, and other services.
- ▶ Contact OHP at 1-800-669-9075 or Jackson Care Connect customer service at 855-722-8208 or apply online at one.oregon.gov.
- ▶ You can also make an appointment with an OHP enrollment assister. See Jackson Care Connect's website for a [list of assisters](#).



More resources:

Visit [Jackson Care Connect's list of resources](#) in the community. Or call 211 for help.

Food

Several organizations are providing help with food:

- ▶ **SNAP** (also known as Food Stamps): 541-776-6172
- ▶ **WIC**: Call 541-774-8203 or text WIC 855-11



The following organizations are providing to-go meals:

- ▶ **St. Vincent de Paul**: 541-772-3828
- ▶ **Men's Medford Gospel Mission**: 541-779-1597
- ▶ **Salvation Army**: 541-773-6965
- ▶ **Set Free Christian Fellowship**: 541-773-4004
- ▶ **ACCESS**: 541-779-6691

Schools

Check with your school district for information on free meals for children. You can also learn how to access online learning tools.

Housing

Some cities and counties are changing their policies. These may help renters and people experiencing houselessness. See their websites for more information.

Utilities

Many cities are working to help people with utility payments. Call your city or visit their website to learn more.

Emergency childcare

For health care workers, first responders, essential personnel and vulnerable populations:

- ▶ **Rogue Valley Family YMCA**: 541-772-6295 x114
- ▶ **Ashland Family YMCA**: 541-482-9622

Legal help

Center for Nonprofit Legal Services:

They provide crisis legal help in housing, employment, immigration and more.

Jackson Care Connect is here to help.

Visit our [website](#) for more information. Or call customer service at 855-722-8208. For the latest information on Coronavirus/COVID-19, sign up for email updates from the [Oregon Health Authority](#) or visit Jackson County's [COVID-19 information page](#).

