

Government Sponsored Programs

Access for Infants and Mothers (AIM)

(800) 433-2611

www.AIM.ca.gov

AIM offers prenatal care, hospital care, preventive, primary, and specialty health care to qualifying pregnant women.

Every Woman Counts

(800) 511-2300

www.dhs.ca.gov/cancerdetection

The Cancer Detection Program: Every Woman Counts gives low-income women access to screening and diagnostic services for breast and cervical cancer.

Family PACT

(800) 300-9950

www.familypact.org

Family PACT offers confidential comprehensive family planning services including but not limited to STD testing and treatment, sterilization, and pregnancy testing.

Healthy Families (HF)

(888) 747-1222

www.healthyfamilies.ca.gov

HF is a comprehensive program for children from birth through age 18 who are not eligible for Free Medi-Cal, which offers complete medical, dental, and vision insurance.

Healthy Kids (HK)

San Francisco Health Plan:

(800) 288-5555

HK is a comprehensive program for children from birth through age 18 who are not eligible for other government health insurance programs due to income, immigration status, or age. HK offers complete medical, dental, and vision insurance.



Healthy Workers (HW)

IHSS Public Authority:

(415) 243-4477

City & County of San Francisco Department of Human Resources:
(415) 557-4942

HW is a health insurance program administered by San Francisco Health Plan. It is offered to providers of In-Home Support Services (IHSS) and a select category of temporary, exempt as-needed employees of the City and County of San Francisco.

Healthy San Francisco (HSF)

City Information Line:

3-1-1 or (415) 701-2311

www.healthysanfrancisco.org

HSF provides affordable health care services to uninsured people living in San Francisco. It's a new way for uninsured San Franciscans to access basic, ongoing, quality medical care.

Medi-Cal

Medi-Cal Health Connections:

(415) 863-9892

www.dhs.ca.gov

Medi-Cal offers comprehensive preventive, primary and specialty health care including medical office visits, vision care, dental care, mental health services, hospitalizations and prescription medications.

Medicare

(800) 633-4227

www.medicare.gov

Medicare is health insurance for people age 65 and older, and for younger people deemed eligible due to a disability. Coverage includes hospitalizations, outpatient services, and prescription drug coverage.

Supplemental Social Security Income (SSI)

(800) 772-1213 or TTY:

(800) 325-0778

www.ssa.gov/ssi

SSI is a federal income supplement program funded by general tax revenues. It is designed to help aged, blind, and disabled people, who have little or no income by providing cash to meet basic needs for food, clothing, and shelter.

[San Francisco Health Plan members may call \(800\) 288-5555 for additional information about any of the programs listed in this Provider Referral Contacts.](http://www.sanfranciscohealthplan.org)

Inclusion of a service in this Guide, does not guarantee that it is a benefit for San Francisco Health Plan Members. For specific information on covered and excluded services, please refer to the SFHP Member Evidence of Coverage at www.sfhp.org.



SAN FRANCISCO HEALTH PLAN

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6427 0609



SAN FRANCISCO HEALTH PLAN

Here for you

Provider Referral Contacts

This guide is designed to educate providers about community resources and waiver programs available to their patients. It is not intended to be a comprehensive list.

Maternal and Child Services

Breast Pump and Lactation Services (SFHP members only)

San Francisco Health Plan:
(800) 288-5555

San Francisco Health Plan provides new mothers with free electric breast pumps, lactation supplies, counseling, and human breast milk when medically necessary from the Mothers' Bank of California. These services require a provider's prescription. Services are free for the first 60 days, but may be continued if medically justified.

California Children's Services (CCS)

(415) 575-5700

www.dhcs.ca.gov

The CCS program provides funding for diagnostic and treatment services, medical case management, physical and occupational therapy services to children under 21 years with CCS eligible medical conditions. Examples of CCS eligible conditions include, but are not limited to, chronic medical conditions such as: cystic fibrosis, hemophilia, cerebral palsy, heart disease, cancer, traumatic injuries, and infectious diseases producing major sequelae.



Comprehensive Perinatal Services Program (CPSP)

(800) 300-9950

The Comprehensive Perinatal Services Program (CPSP) is a Medi-Cal reimbursement program that funds a wide range of services to pregnant women, from conception through 60 days postpartum. Medi-Cal providers may apply to become approved CPSP providers. In addition to standard obstetric services, women receive enhanced services in the areas of nutrition, psychosocial and health education from approved CPSP providers. This approach has shown to reduce both low birthweight rates and health care costs in women and infants.

Early and Periodic Screening, Diagnosis and Treatment (EPSDT)

San Francisco Children's Medical Services:

(415) 575-5700

EPSDT provides the following services to qualified persons under 21:

- **Routine well child checks** through the Child Health and Disability Prevention Program (CHDP)
- **Diagnosis and treatment** for persons with specific medical conditions
- **Private duty nursing**
- **Physical**, occupational and speech therapies
- **Pediatric** day health care facilities

First 5 California (California Children and Families Commission)

(916) 263-1050

www.first5sf.org

First 5 California is dedicated to improving the lives of California's young children, ages 0-5 years, and their families through a comprehensive system of education, health services, childcare, and other crucial programs. First 5 California assists public agencies, non-profit organizations and parent groups in nurturing early education, pediatric healthcare, systems change, and family support. The First 5 California *Kit for New Parents* is available at www.ccfca.gov/kit.asp or by calling (800) KIDS-025.

San Francisco Head Start & Early Head Start Program

(415) 405-0500

www.sfheadstart.org

San Francisco Head Start/Early Start provides early childhood education and other services to low income children and families in San Francisco through its center-based and home-based programs as well as through the delegate and partner agencies with which it works.

TALK Line Family Support Center (415) 441-KIDS (5437)

www.talklineforparents.org/

The TALK Line Family Support Center works to promote healthy families through a variety of programs, including a 24-hour crisis and counseling line, parent and child counseling, parent drop-in center, children's playroom, respite program, support and education groups, and family events.

Vaccines for Children (VFC)

(877) 243-8832
www.eziz.org

The Vaccines for Children Program provides free vaccines to enrolled providers for administration to children eligible for Medi-Cal, CHDP, or to uninsured children ages 0-18. SFHP Medi-Cal providers must enroll with VFC to receive vaccines by mail for Medi-Cal patients.

Women, Infants and Children (WIC) Supplemental Nutrition Program

(415) 575-5788
www.sfdph.org

WIC serves pregnant or breastfeeding women, women who have recently had a baby, and children under 5. Services include free food vouchers, nutritional counseling, and breastfeeding support.



Carve-Out Benefits

Dental Referral

To make a dental referral, instruct the patient to contact the appropriate dental service provider as listed below:

- **Medi-Cal:**
Denti-Cal (20 years old and under)
(800) 322-6384
- **Healthy Families:**
(Members select a dental plan at the time of enrollment. Please ask your Healthy Families patients which dental plan they belong to.)
Safe Guard Dental (800) 880-3080
Access Dental (888) 849-8440
Delta Dental (877) 580-1042
Western Dental (800) 805-8000
- **Healthy Kids**
Delta Dental (866) 212-2743
- **Healthy Workers (IHSS members only):**
Liberty Dental Plan (888) 703-6999

San Francisco Community Behavioral Health Services (SFCBHS)

Access Hotline: (888) 246-3333
www.sfdph.org

SFCBHS services include assessment, diagnosis, and treatment for an array of mental health and/or substance abuse problems.

Requesting Services:

A directory of clinics can be obtained by calling (415) 255-3737.

For Crisis Services:

1. For crisis services for clients under the age of 18, call Comprehensive Child Crisis Services. They provide 24/7 services and can be reached at (415) 970-3800.
2. For crisis services for clients 18 years old and over, call the Mobile Crisis Unit at (415) 355-8300.

Vision Service Plan (VSP)

(All SFHP members excluding Medi-Cal members 21 years and over)

(800) 877-7195
www.vsp.com

Persons assigned to VSP may obtain eye exams and glasses through VSP.

Living Assistance Services

Multi-Purpose Senior Services Program

Institute on Aging: (415) 750-4150
www.ioaging.org

This state and federally-funded program is an alternative to institutionalization for eligible adults 65 years old and over. It is designed to help them remain independent while living at home. Services include: adult day care, case management, protective supervision, chore and personal care assistance, meal assistance, transportation, housing, legal help, and respite care.



Nursing Facility Waiver Program

(916) 552-9400
www.dhcs.ca.gov

Nursing Facility Waiver services are provided to Medi-Cal recipients of any age who need in-home assistance with activities of daily living, protective supervision, private duty nursing, environmental adaptation, and case management.

SF Adult Day Health Services Network

(415) 808-7371
www.sfadulthood.org

The Network is a coalition of twelve adult day centers that provide long-term community-based care for frail elders and disabled adults. Services include nursing and physical, occupational, speech, and recreational therapies. Transportation is provided.

Disability Services

California Relay Services (CRS)

CRS operator: 711 or
(800) 735-2929

When a TTY is not available in your office, you and a patient can communicate with one another using an operator. A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses an electronic medium, such as TTY or SMS, to type his/her conversation to a Relay Operator who then reads the typed conversation to a hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the caller. This service can also be used to call someone who uses a TTY. Service is available 24/7, 365 days a year, and all communications are confidential.

Early Start Program

(415) 546-9222
www.ggrc.org

The Early Start program serves infants and children under age 3 who have developmental delays in cognitive, physical (motor, vision and hearing), communication, social/emotional, and adaptive functions. The program provides a wide range of services, including speech and hearing evaluations and treatment.

Genetically Handicapped Persons Program (GHPP)

(916) 327-0470 or
(800) 639-0597
www.dhcs.ca.gov

GHPP is a state-funded program that coordinates care and pays medical costs for eligible persons over age 20 with genetically-transmitted diseases such as hemophilia, cystic fibrosis, and sickle cell disease, as well as metabolic disorders such as Phenylketonuria (PKU).

Golden Gate Regional Center (GGRC)

(415) 546-9222
www.ggrc.org

GGRC is a state and federally funded program that serves the developmental needs of persons with disabilities. GGRC also provides home and community-based services for eligible persons over age 2 with a disability diagnosed prior to the age of 18 years that is likely to continue indefinitely.

Home and Community-Based Services for the Developmentally Disabled (HCBS-DD) Waiver

Golden Gate Regional Center:
(415) 546-9222
www.dhcs.ca.gov

HCBS-DD is one of 6 waiver programs available to Medi-Cal members. The purpose of this program is to provide in-home care and support to persons with disabilities. Services provided include: homemakers for chores, home health aides and/or nurses, family training, vehicle adaptation, respite care, day habitation, transportation and more.

Additional Materials

If you need health education materials or resources for your members who are visually impaired or blind in alternative formats contact SFHP Provider Relations at:
provider.relations@sfhp.org
(415) 547-7818 ext. 7084



LightHouse for the Blind and Visually Impaired

(415) 431-1481 or
TTY: (415) 431-4572
www.lighthouse.sf.org

LightHouse provides services for those experiencing vision loss or impairment.

Services include social workers, rehabilitation specialists who provide life skills training (e.g. magnification and lighting to enhance vision; negotiating steps, stairs and curbs; using public transportation; walking with a cane), access to video magnifiers and audio or Braille books, adaptive aids and volunteers who can assist with weekly tasks.

Adaptive aids are available in person or online at www.adaptionsonline.org. Products available include talking watches and clocks, magnifiers, video magnifiers, white canes and more.

Video Relay Services

866-FAST-VRS
www.sorensonvri.com

Videoconferencing is commonly used by the signing deaf. Services such as Video Relay Services facilitate communication between signers and nonsigners. The signer communicates with the interpreter via videocamera, whereupon the interpreter relays the conversation to the nonsigner via voice.

Communicable Diseases

HIV Counseling, Education and Testing

(415) 487-5500
www.sfcityclinic.org

San Francisco City Clinic provides confidential HIV counseling, education, testing and follow-up services. Infants, children, and adolescents under age 21 who are confirmed HIV positive may be eligible for CCS.

HIV/AIDS Waiver Program

West Side Community Services:
(415) 355-0311, Option 8
www.westside-health.org

This program provides Medi-Cal recipients with a written diagnosis of symptomatic HIV or AIDS with case management, in-home skilled nursing care, home-delivered meals, and non-emergency transportation. Qualified persons cannot be simultaneously enrolled in either the Medi-Cal hospice or the AIDS Case Management Program.

STD/STI Testing

(415) 487-5500
www.sfcityclinic.org

San Francisco City Clinic provides confidential STD prevention, screening, diagnosis, treatment, and counseling. Services for SFHP members do not require prior authorization. Anyone 12 years and older may obtain STD testing services without parental consent or disclosure.

TB Direct Observed Therapy (DOT) Assistance Program

(415) 206-8524
www.sfdph.org/dph

The Department of Public Health's TB Control Unit provides consultation, screening, evaluation of patients and their contacts with TB. The TB Control Unit provides trained personnel to assist patients who are eligible for direct observed therapy (DOT) services. TB DOT program staff will provide direct observation of the ingestion of prescribed anti-tuberculosis medication. If needed, they will deliver the medication to any location.