

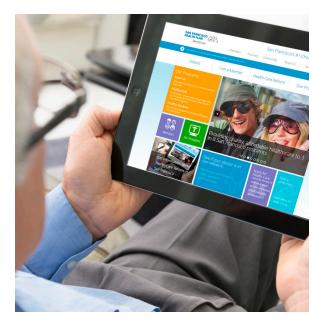
Here for you

# Member Reference Guide

Find the services you need

# SAN FRANCISCO HEALTH PLAN

Here for you



Visit us online www.sfhp.org









# Community Partners

#### California Children's Services (CCS)

CCS provides treatments to children up to age 21 with certain diseases or health problems

www.dhcs.ca.gov/services/ccs

1(415) 575-5700

# **Child Health & Disability Prevention Program (CHDP)**

CHDP provides periodic health screenings and preventive health services to Medi-Cal members up to age 21

www.dhcs.ca.gov/services/chdp

1(415) 575-5712

## Golden Gate Regional Center (GGRC), including Early Start

Services for children and adults with developmental disabilities or delays

www.ggrc.org 1(415) 546-9222

Medi-Cal (first application)

Uninsured individuals needing financial help for health care coverage

www.sfhsa.org/102.htm

1(855) 355-5757

#### **Mental Health Crisis**

Individuals experiencing a mental health emergency can call 24/7 www.mentalhealthsf.org/help-now/hotline-crisis-supports

1(415) 206-8125

#### **Substance Abuse Treatment**

Treatment for children and adults with substance use and addiction www.sfdph.org/dph/comupg/oservices/mentalhlth/cbhs

1(415) 503-4730

# Women, Infants, and Children (WIC) Supplemental Nutrition Program

Pregnant or breastfeeding women and their children under age five (5) years who need financial help to purchase food

www.sfdph.org/dph/comupg/oprograms/NutritionSvcs/WIC

1(415) 575-5788

# **SFHP Benefits**

# 24/7 Nurse Help Line

Members with urgent medical questions can call anytime 1(877) 977-3397

## **Behavioral Health Treatment for ASD**

Adults or children diagnosed with autism spectrum disorder (ASD) who need behavioral health treatment

www.beaconhealthstrategies.com 1(855) 371-8117

#### **Covered Benefits**

Members or providers with questions about services covered by SFHP, including which services need prior approval

## www.sfhp.org/members/medi-cal/medi-cal-benefits-services

SFHP's Customer Service 1(800) 288-5555

#### **Care Coordination**

SFHP members who need help with the medical or social service system

SFHP's Care Coordination 1(415) 615-4515

#### Dental

Medi-Cal members needing dental services

www.denti-cal.ca.gov 1(800) 322-6384

## **Durable Medical Equipment**

Members who need durable medical equipment or supplies, such as wheelchairs, oxygen, and incontinence supplies

SFHP's Customer Service 1(800) 288-5555

# **Eligibility and Enrollment**

Individuals who need help understanding what they may qualify for, need to confirm current coverage, or need assistance to reenroll in coverage

www.sfhp.org/contact-us/enrollment

SFHP's Enrollment Services 1(415) 777-9992

#### **Mental Health Services**

Mental health services such as individual or family therapy or help managing medication www.beaconhealthstrategies.com 1(855) 371-8117

# **Pharmacy**

Members who are looking for a pharmacy or who have questions about a particular prescription or medication

www.sfhp.org/members/medi-cal/pharmacy-services-find-pharmacy

SFHP's Customer Service 1(800) 288-5555

# **Primary Care Physicians Assignment**

Members or providers who need to confirm a member's primary care physician or need to change their primary care physician. Member's PCP is listed on the SFHP member card. Use the link below to search for a provider

 $http:/\!/www.sfhp.org/provider\text{-}search$ 

SFHP's Customer Service 1(800) 288-5555

# **Transportation Services**

Members who need non-emergency medical transportation (needs approval by SFHP)

SFHP's Customer Service 1(800) 288-5555

#### Vision

Medi-Cal members needing vision services

www.vsp.com 1(800) 877-7195