



Member Reference Guide

Find the services you need



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/NutritionSvc/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-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