

**Medi-Cal Program
Combined Evidence of Coverage and
Disclosure Form ERRATA**
Effective June 1, 2015

The Medi-Cal Program (MC) has made changes to the program. These changes have been made to your San Francisco Health Plan (SFHP)/Medi-Cal (MC) Combined Evidence of Coverage and Disclosure Form (EOC) beginning January 1, 2015. The changes are noted below. Please read these changes and keep this document with the EOC you have received.

If you have any questions regarding the changes made to the Medi-Cal EOC Booklet please call San Francisco Health Plan Customer Service Department at 1(415) 547-7800 (local), or 1(800) 288-5555 (toll free), Monday–Friday, 8:30am to 5:30pm. TDD/TTY users can call 1(888) 484-7200. We have staff who can assist in your language.

San Francisco Health Plan Address Change

The following addresses for SFHP have changed, as of May 26, 2015:

San Francisco Health Plan location and contact information:

San Francisco Health Plan
P.O. Box 194247
San Francisco, CA 94119
SFHP's phone numbers remain the same:
1(415) 547-7800 (local)
1(800) 288-5555 (toll free)
TDD/TTY lines:
1(415) 547-7830 or **1(888) 883-7347**
memberservices@sfhp.org

For Grievances and Appeals:

San Francisco Health Plan
Attn: Customer Service Grievances
P.O. Box 194247
San Francisco, CA 94119

To drop off a grievance or appeal in person:

SFHP Service Center
7 Spring Street
San Francisco, CA 94104

What are the Outpatient Mental Health Benefits?

Cost: There is no cost to the member.

Outpatient mental health services are a benefit covered by SFHP. SFHP works with a company called Beacon Health Strategies to provide outpatient mental health services. When you need mental health care, or if you have questions about your mental health benefits you can call Beacon toll-free at **1(855) 371-9228** (toll free), 24 hours a day, 7 days a week. These services are for treatment of mild to moderate mental health conditions. Specialty Mental Health services are provided by the county mental health plan for moderate and serious mental health conditions, which are not covered by SFHP or Beacon. Beacon will help coordinate your mental health care services offered by SFHP and the county mental health plan. If you're receiving county Specialty Mental Health Services, there is no need to change provider.

Specialty Mental Health Services are provided through San Francisco Community Behavioral Services. To learn more, call **1(415) 255-3737** (local) or **1(888) 246-3333** (toll free).

All Medi-Cal beneficiaries who qualify will be able to receive the following mental health benefits through SFHP:

- Individual and group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Outpatient services for the purposes of monitoring drug therapy
- Outpatient laboratory, drugs, supplies and supplements
- Psychiatric consultation

If you need any of these services, you may see your PCP, or you may contact Beacon at **1(855) 371-9228** (toll free).

Beacon will help determine if you should receive your mental health services through SFHP or if you should receive Specialty Mental Health Services through the county. Beacon will refer you to an appropriate provider.

Specialty Mental Health services currently provided by County Mental Health Plans will continue to be available.

Medi-Cal also covers mental health and alcohol use screening and counseling (Screening, Brief Intervention, Referral and Treatment "SBIRT"). If you would like to receive this service, see your PCP.

Behavioral Health Treatment for Autism Spectrum Disorder

Cost: There is no cost to the member.

San Francisco Health Plan (SFHP) now covers behavioral health treatment (BHT) for autism spectrum disorder (ASD). This treatment includes applied behavior analysis and other evidence-based services. This means the services have been reviewed and have been shown to work. The services should develop or restore, as much as possible, the daily functioning of a Member with ASD.

BHT services must be:

- Medically necessary; and
- Prescribed by a licensed doctor or a licensed psychologist; and
- Approved by SFHP; and
- Given in a way that follows the Member's Plan-approved treatment plan.

You may qualify for BHT services if:

- You are under 21 years of age; and
- Have a diagnosis of ASD; and
- Have behaviors that interfere with home or community life. Some examples include anger, violence, self-injury, running away, or difficulty with living skills, play and/or communication skills.

You do not qualify for BHT services if you:

- Are not medically stable; or
- Need 24-hour medical or nursing services; or
- Have an intellectual disability (ICF/ID) and need procedures done in a hospital or an intermediate care facility.

If you are currently receiving BHT services through a Regional Center, the Regional Center will continue to provide these services until a plan for transition is developed. Further information will be available at that time.

To find out if you qualify for BHT for autism spectrum disorder, you can contact your PCP or call SFHP's mental health partner, Beacon Health Strategies, at **1(855) 371-8117**.

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