



Medi-Cal provides medical, dental, and vision coverage



Doctor Visits—
600+ Primary
Care Providers
to choose from



Regular Check-ups
and Immunizations
(shots)



Prescription Drugs—
over 100 pharmacies
throughout
San Francisco



Mental
Health
Services



Specialty Care—
3,000+ Specialists
in our network



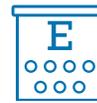
Hospital and
Emergency Room
Care—seven of the best
San Francisco hospitals



Urgent Care



OB/GYN Services
and Pregnancy Care



Vision Care
(glasses and eye
exams)—50 vision
service providers



Family
Planning

Summary of Benefits

This chart below is to help you understand what services are provided by San Francisco Health Plan (SFHP). This chart is a summary only. You should look at the Member Handbook for a detailed description of coverage benefits and limitations. Limitations are the most that SFHP will cover in terms of cost and services.

For all covered services, there are no co-payments, no deductibles, or lifetime maximums.

Benefit	Covered Services
Acupuncture	SFHP covers acupuncture services to prevent, modify, or alleviate (relieve) the perception of severe, persistent chronic pain resulting from a generally recognized medical condition. Outpatient acupuncture services (with or without electric stimulation of the needles) are limited to two services per month, in combination with audiology, chiropractic, occupational therapy, and speech therapy services.
Behavioral Health Treatment for Autism Spectrum Disorder	SFHP 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. 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 Options, at 1(855) 371-8117 , 24 hours a day, 7 days a week, if you have any questions or ask your Primary Care Provider for screening, diagnosis and treatment of ASD.



If you have questions about your benefits
call Customer Service at **1(415) 547-7800**

TDD/TTY users can call **1(888) 484-7200**. We have staff who speak your language.

Benefit	Covered Services
Chiropractic	<p>Medically necessary chiropractic treatment of the spine by manual manipulation to modify or alleviate neck and/or back pain resulting from a spinal cause of symptoms. Prior authorization required.</p> <p>For more information about your chiropractic services benefit, call ASH Plans at 1(800) 678-9133 or visit sfhp.org/benefits.</p>
Dental Services Covered through Denti-Cal	<p>Call Denti-Cal at 1(800) 322-6384 to learn more about the services available to you.</p>
Diabetes Prevention Program	<p>The Diabetes Prevention Program (DPP) is an evidence-based lifestyle change program designed to prevent or delay the onset of type 2 diabetes among individuals diagnosed with prediabetes. The program lasts one year.</p> <p>Visit sfhp.org/DPP for more information.</p>
Diagnostic X-ray and Laboratory Services	<p>Therapeutic radiological services, ECG, EEG, mammography, other diagnostic laboratory and radiology tests, laboratory tests for the management of diabetes.</p>
Durable Medical Equipment	<p>Medically necessary equipment such as crutches, wheelchairs, walkers, and home oxygen equipment that is authorized and prescribed by your SFHP provider.</p>
Emergency Health Coverage	<p>24-hour care for emergency services including psychiatric screening, examination and treatment, injury or condition requiring immediate diagnosis in and out of the Plan.</p>
Family Planning	<p>Counseling, surgical procedures for sterilization, contraceptives, elective abortion.</p>
Health Education	<p>Health education materials and classes.</p>
Hearing Aids/Services	<p>Audiological evaluations, hearing aids, supplies, visits for fitting, counseling, adjustments, and repairs.</p>
Home Health Services	<p>Medically necessary skilled care (not custodial); nursing care, home visits, physical, occupational, and speech therapy.</p>
Hospice	<p>Medically necessary skilled care; counseling, drugs and supplies; short-term inpatient care for pain control and system management; bereavement services; physical, speech and occupational therapies; medical social services short-term inpatient and respite care.</p>
Hospital Outpatient Services	<p>Medically necessary facility charges, general nursing care, ancillary services including operating room, prescribed drugs, laboratory, chemotherapy, and radiology.</p>
Hospitalization Inpatient Services	<p>Medically necessary facility charges, room and board, general nursing care, ancillary services including operating room, intensive care unit, prescribed drugs, laboratory, and radiology during inpatient stay.</p>



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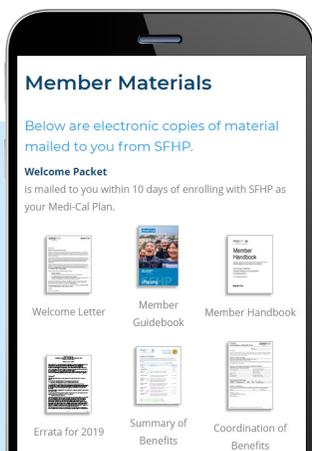
Benefit	Covered Services
Mental Health Services	<p>Beacon Health Options provides psychotherapy, psychological testing when clinically indicated to evaluate a mental health condition, outpatient services for the purposes of monitoring drug therapy, and psychiatric consultation.</p> <p>Call Beacon Health Options toll-free at 1(855) 371-8117 for help with finding a provider. SFHP covers outpatient laboratory, drugs, supplies, and supplements in connection with mental health services.</p>
Outpatient Services	<p>In a physician's office, surgery center, or other designated facility. Chemotherapy, dialysis, and radiation.</p>
Perinatal/ Maternity Care	<p>Prenatal and postnatal care, inpatient, newborn nursery care while the mother is hospitalized and for the first month and the following month of life. Genetic testing is covered for PKU only.</p>
Prescription Drug Coverage	<p>Brand: 30-day supply for most medications, 90-day supply for contraceptives and medicines used to treat chronic conditions such as contraceptives, diabetes, depression, high-blood pressure, asthma, COPD, and more; Generic: 90-day supply for most medications, 30-day supply for opiate pain medications; up to 100-day supply for diabetic testing supplies; FDA-approved contraceptive drugs and devices. Inpatient drugs and drugs administered in a provider's office are provided as a medical benefit.</p>
Preventive Care	<p>Immunizations, periodic health exams, well-child visits, STD tests, cytology exams, prenatal care.</p>
Professional Services	<p>Provider visits including primary care, specialty care, inpatient and outpatient medical and surgical services.</p>
Skilled Nursing Facilities	<p>Medically necessary skilled care; room and board; X-ray, laboratory and other ancillary services; medical social services; drugs, medications, and supplies. Skilled nursing services are covered from the day of admission and up to one month after the month of admission.</p>
Specialty Mental Health Services Covered through San Francisco Behavioral Health Services (SFBHS)	<p>County mental health plans provide specialty mental health services (SMHS) to Medi-Cal beneficiaries who meet medical necessity criteria.</p> <p>To learn more about specialty mental health services the county mental health plan provides, you can call San Francisco Behavioral Health Services (SFBHS) at 1(888) 246-3333, 24 hours a day, 7 days a week.</p>
Substance Use Disorder Services Covered through San Francisco Behavioral Health Services (SFBHS)	<p>Medi-Cal covers Substance Use Disorder services through the County alcohol and drug programs.</p> <p>If you need help with drug or alcohol abuse, call the San Francisco Behavioral Health Services' Access Team at 1(888) 246-3333. They will help you find the right care.</p>



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Benefit	Covered Services
Teladoc® 24/7 Phone or Video Doctor Visits	If your PCP is not available at the time you need them and you want to get care for simple medical problems go to sfhp.org/teladoc , call 1(800) 835-2362 or download the Teladoc smartphone app.
Tobacco Cessation Services (Help to Quit Smoking Services)	Tobacco cessation services are services that help you quit smoking or using tobacco. SFHP covers two quit attempts per year. You are not required to take a break in between quit attempts.
Transportation	<ul style="list-style-type: none"> • Emergency transportation such as ambulance when medically necessary • Non-emergency medical transportation such as ambulance, litter van or wheelchair when you cannot get to your medical appointment by car, bus, train, or taxi • Non-medical transportation such as bus passes to get to a medical appointment covered by SFHP or Medi-Cal
Urgent Care	<p>If you need urgent care, call your PCP. Urgent care is care you need within 48 hours, but is not an emergency. It includes care for such things as cold, sore throat, fever, ear pain, or sprained muscle.</p> <p>If you can't reach your doctor, you can access a doctor in 30 minutes or less using Teladoc from SFHP.</p>
Vision Services Covered through VSP Vision Care	<ul style="list-style-type: none"> • Routine eye exam once every 24 months; VSP, SFHP's vision provider, may pre-approve (provide prior authorization for) additional services as medically necessary. • Eyeglasses (frames and lenses) once every 24 months; contact lenses when required for medical conditions such as aphakia, aniridia and keratoconus. • Because of the risk that diabetes poses to vision, it is important for SFHP members with diabetes to get their routine eye exams. Routine dilated eye exams by VSP optometrists are covered annually every 12 months for diabetic members. <p>Call VSP Vision Care (VSP) at 1(800) 438-4560 to get more information about your vision service benefit.</p>



San Francisco Health Plan members can view and download the most current member materials and newsletters through our member portal or on sfhp.org.

Your Member Handbook has more detailed descriptions of coverage benefits and limitations.



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