

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. (See Page 1)

HIV/AIDS Waiver Program

West Side Community Services:
(415) 355-0311
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.

STI Testing

(415) 487-5500
www.sfcityclinic.org

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

Tuberculosis Direct Observed Therapy (DOT) Assistance Program

(415) 206-8524
www.sftbc.org

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.

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.dhcs.ca.gov/services/Cancer/ewc/Pages/default.aspx

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 STI testing and treatment, sterilization, and pregnancy testing.

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.dhcs.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.

Medi-Cal Health Care Options (HCO)

English	(800) 430-4263
Spanish	(800) 430-3003
Cantonese	(800) 430-6006
TDD	(800) 430-7077

www.healthcareoptions.dhcs.ca.gov

Health Care Options provides Medi-Cal beneficiaries with resources to make informed choices about Medi-Cal Managed Care. Contact HCO to enroll or disenroll from Medi-Cal Managed Care.

SAN FRANCISCO HEALTH PLAN



Here for you

Provider Resource Guide

SAN FRANCISCO HEALTH PLAN



Here for you

This guide is a list of community resources and waiver programs available to your patients. Some of these services are contingent on membership. 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
www.sfhfp.org

San Francisco Health Plan provides new mothers with free electric breast pumps, lactation supplies, counseling, and human breast milk, if 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.*

* Contact your medical group's authorization department to obtain these services.



California Children's Services (CCS)

(415) 575-5700
www.dhcs.ca.gov or www.sfdph.org

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)

311 or (800) 300-9950
www.cdph.ca.gov/programs/CPSP

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 birth weight rates and health care costs for women and infants.

Early and Periodic Screening, Diagnosis and Treatment (EPSDT)

San Francisco Children's Medical Services:
(415) 575-5700

The following EPSDT services are available to low income children with Medi-Cal or managed Medi-Cal under age 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)

(415) 934-4849
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 ccfc.ca.gov/kit.asp or by calling (800) KIDS-025.

San Francisco Head Start & Early Head Start Programs

www.caheadstart.org

San Francisco Head Start/Early Start programs provide 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 delegated and partner agencies.

TALK Line Family Support Center

(415) 441-KIDS (5437)
www.talklineforparents.org

The TALK Line Family Support Center works to promote the health of 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 VFC 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 call Vaccines for Children to enroll to receive vaccines by mail for Medi-Cal patients.

Vaccine Information Statements (VIS)

VIS are information sheets produced by the Centers for Disease Control and Prevention (CDC) that explain to vaccine recipients, their parents, or their legal representatives both the benefits and risks of a vaccine. Federal law requires that the most current VIS be given to and read by the patient or the parent/legal representative prior to giving any vaccine.

To download current VIS:

www.cdc.gov/vaccines/pubs/vis

Women, Infants and Children (WIC) Supplemental Nutrition Program

(415) 575-5788

www.sfdph.org

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

Dental Benefits (Carve Out)

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 Kids:**
Delta Dental
(866) 212-2743
- **Healthy Workers:**
Liberty Dental Plan
(888) 703-6999
(In-Home Supportive Services members only)

Specialty Mental Health Benefits (Carve Out)

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 Benefits (Carve Out)

Vision Service Plan (VSP)

(800) 877-7195

www.vsp.com

Persons assigned to VSP may obtain eye exams through VSP. Frames and lenses are covered for members 21 years and younger.



Living Assistance Services

Department of Aging and Adult Services (DAAS) Intake Center

(415) 355-6700 or (800) 510-2020

TTY (415) 355-6756

www.sfgov.org/daas

Intake Services provide 24-hour services for older adults and adults with disabilities, caregivers, and community-based organizations. The intake program also processes referrals for Adult Protective Services, In-Home Supportive Services, home delivered meals for seniors (60+ years), and the community Living Fund.

Multi-Purpose Senior Services Program

Institute on Aging: (415) 750-4111

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.

Self Help for the Elderly

(415) 677-7600

www.selfhelpelderly.org

Self Help for the Elderly is a multi-service organization that provides a range of programs, including employment, training and social activities for those who are more independent and in-home assistance and residential board and care for those who are frail.

Community-Based Adult Services (CBAS)

(415) 547-7818 ext. 7084

CBAS is a Medi-Cal benefit that provides long-term community-based care for frail elders and disabled adults at nine certified CBAS centers. Basic CBAS benefits include nutrition services, professional nursing care, therapeutic activities (i.e., physical therapy, social therapy, etc.), social services, personal care services, and group and individual activities.

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

(Part of Golden Gate Regional Center)

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

Home and Community-Based Services for the Developmentally Disabled (HCBS-DD) Waiver is one of 6 waiver programs available to Medi-Cal members. The purpose of this program is for GGRC 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.

Independent Living Resource Center (ILRCFS)

(415) 543-6222

www.ilrcsf.org

Independent Living Resource Center (ILRCFS) is a disability rights advocacy and support organization serving people with all disabilities. Programs and services include information and referrals services, assistive technology education and support, peer counseling, housing counseling, benefits and employment planning, individual advocacy, benefits eligibility, transitioning from institutional living, and self advocacy training.

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 non-signers. The signer communicates with the interpreter via video camera, whereupon the interpreter relays the conversation to the non-signer via voice.

San Francisco Health Plan members may call (800) 288-5555 for additional information about any of the programs listed in this Provider Resource Guide.

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.