Medication to any location. If needed, they will deliver the prescribed anti-tuberculosis medication. Direct observation of the ingestion of screening, evaluation of patients and the TB Control Unit provides consultation, therapy (DOT) assistance program.

www.sftbc.org
(415) 206-8524
Therapy (DOT) Assistance Program
Tuberculosis Direct Observed without parental consent or disclosure.

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.

www.sfcityclinic.org
(415) 487-5500
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 disease, cancer, traumatic injuries, but are not limited to, chronic medical conditions, persons with specific medical conditions such as: cystic fibrosis, hemophilia, cerebral palsy, heart disease, cancer, traumatic injuries, and infectious diseases producing major sequelae.

Tuberculosis Direct Observed Therapy (DOT) Assistance Program (DOT) 206-8524 www.sfthc.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
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 HMO
San Francisco Health Plan: (800) 288-5555
Healthy Kids HMO 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. Healthy Kids HMO offers complete medical, dental, and vision insurance.

Healthy Workers HMO
IHS Public Authority: (415) 243-4477
City & County of San Francisco Department of Human Resources: (415) 557-4942 Healthy Workers HMO 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: (863) 8992 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.

California Children’s Services (CCS)
(415) 575-5700 www.dhcs.ca.gov
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 www.dhcs.ca.gov
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

Healthy San Francisco Health Plan: 201 Third Street, 7th Floor San Francisco, CA 94110 www.sfhp.org

First 5 California
(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, systemic change, and family support. The First 5 California Kit for New Parents is available at cfcf.ca.gov/kits.asp or by calling (800) KIDS-025.

First 5 California Healthy Start & Early Head Start Programs http://caheadstart.org
San Francisco Head Start & Early Head 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.

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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.

Disability Services
California Relay Services (CRS)
CRS operator: 711 (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.

For additional information about any of the programs listed in this Provider Resource Guide, please refer to the SFHP Member Evidence of Coverage at sfhp.org.