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/NutritionSvcs/WIC 1(415) 575-5788

CFHP 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