

HEALTHY KIDS  HMO

2019 Member Guidebook



**SAN FRANCISCO
HEALTH PLAN™**



Here for you

sfhp.org

Table of Contents

Welcome to San Francisco Health Plan....4

Enrollment Assistance Services..	5
About this Guidebook.....	6
How Your Plan Works	7
Customer Service	8
Reasons to Call Customer Service	8
Teladoc®	9
Interpreter Services	10
Website Services	11

Getting Started12

Welcome Packet.....	13
Evidence of Coverage	13
Provider Directory.....	13
Provider Online Search Tool	13
Member ID Card	14
Your Primary Care Provider	15
Changing Your Primary Care Provider	15
Questions to Ask When Choosing a PCP	15

Health Care Services.....16

Preventive or Routine Care	17
Specialty Care	17
Urgent Care	17
Hospital Care	17
Teladoc®	17
Emergency Care	18
Mental Health Care	19
Tobacco Cessation Services.....	19
Know Your Care Network	20
Family Planning	22
Second Opinions	22
Covered Services (Benefits)	23
Dental Services	24
Vision Services	24
California Children’s Services (CCS)	24
Pharmacy Services.....	25
Timely Access to Care	26

Visiting Your

Primary Care Provider.....28

Making an Appointment	29
Regular Check-Ups	29
Be Prepared for Your Visit	30
Co-Payments	31

**A health plan made
for San Franciscans
by San Franciscans**

Renewing Coverage32

How to Renew

Your Coverage33

Solving Problems34

Complaint/Grievance Process ..35

Time Frames for Grievances
and Appeals36Independent Medical Review
(IMR) Process37California Department of
Managed Health Care38

Member

Advisory Committee39

Your Rights
and Responsibilities40**Important Contacts42**

San Francisco Health Plan

Contact Information43

San Francisco Health Plan

Service Center45

Healthy Kids HMO

Contact Information46

Other Important

Contact Information47

**Resources, References,
and Records48**

Group Wellness Classes49

Health Education Online49

Provider Record50

Dental Record52

Illness and Injury Record54

Definitions55



Welcome to San Francisco Health Plan



As a member of San Francisco Health Plan, you are very important to us. We want to make sure you get the health care services you need, when you need them. If you ever have questions about your health care benefits, have a problem with services, or need help getting them, don't hesitate to call us.

Customer Service representatives are available Monday through Friday, 8:30am to 5:30pm at one of the following phone numbers:

- Local Callers.....**1(415) 547-7800**
- Toll-Free Callers.....**1(800) 288-5555**
- TDD/TTY for People who are Deaf, Hard-of-Hearing,
or have Speech Disabilities.....**1(415) 547-7830**
- Our Nurse Help Line is available 24 hours a day,
seven days a week.....**1(877) 977-3397**
- Teladoc[®], a free benefit, is available when
your doctor is not**1(800) 835-2362**

Answers to frequently asked questions may be found on our website at: **sfhp.org**. Or contact us safely and securely at **sfhp.org/contact**.
Never send any personal health information through email.

Enrollment Assistance Services

Enrollment Assistance Services are available at the San Francisco Health Plan Service Center located at 7 Spring Street, Monday through Wednesday and Friday 8:30am to 5:00pm; Thursday 8:30am to 3:00pm.

Call **1(415) 777-9992** for an appointment.



About this Guidebook

This Healthy Kids HMO Member Guidebook has information about customer services provided by San Francisco Health Plan, and instructions on how you can get health care services that are covered by the Healthy Kids HMO program. It explains how San Francisco Health Plan and its network of doctors, medical groups, and clinics all work together to make sure you get the highest quality health care that's right for you.

Some of the words in this guidebook have special meanings. The meanings of these words can be found in the Definitions section of this guidebook on page 55.



FREE Group Wellness Classes – Enroll today!

Free health and safety classes, support groups, and reading materials are available to all San Francisco Health Plan members. See page 49 for details.

How Your Plan Works

San Francisco Health Plan (SFHP) is a licensed community health plan that provides affordable health care coverage to low and moderate-income families. In a managed care plan, your Primary Care Provider (PCP), clinic, hospital, and specialists all work together to keep you as healthy as possible.

It's our job to connect you to all of the health care services covered by the Healthy Kids HMO program.

- We work with doctors, clinics, hospitals, and pharmacies to make sure you get the health care services you need, when you need them
- We pay for health care services covered by your program
- We make sure our doctors, specialists, nurses, and other health care professionals provide the highest quality health care services
- Our Customer Service team helps you with any questions or problems about benefits and services
- We provide information on how to keep your health care coverage
- You can choose your own personal doctor (Primary Care Provider)
- We share information between your doctors and specialists and give instructions in a language you understand
- We provide access to free group wellness classes, such as quitting smoking, diabetes control, parenting, controlling asthma, women's health, and more
- Our website has additional information about your benefits and answers to your most frequently asked questions. Visit us at **[sfhp.org](https://www.sfhp.org)**
- SFHP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex

Customer Service

San Francisco Health Plan Customer Service is ready to assist you in the language you prefer to speak. We answer questions about your benefits and health services. We also help solve problems you may be having with your health care services.

Customer Service representatives are available Monday through Friday, 8:30am to 5:30pm at any one of the following phone numbers:

Local Callers.....	1(415) 547-7800
Toll-Free Callers.....	1(800) 288-5555
TDD/TTY for People who are Deaf, Hard-of-Hearing, or have Speech Disabilities.....	1(415) 547-7830

Reasons to Call Customer Service

- Choose or change your doctor or clinic
- Get a new Member ID Card
- Get a Provider Directory and Evidence of Coverage, or other member materials
- Get help making an appointment with a doctor
- Understand your prescription drug benefits
- Get help with billing questions
- Update your address or phone number
- Get help renewing your health care coverage
- Report a complaint, problem, or grievance
- Get information on community health resources
- And more

Answers to frequently asked questions may be found on our website at **sfhp.org**. Or contact us safely and securely at **sfhp.org/contact**.
Never send any personal health information through email.



24/7 Whenever You Need a Doctor, Without Leaving Your Home



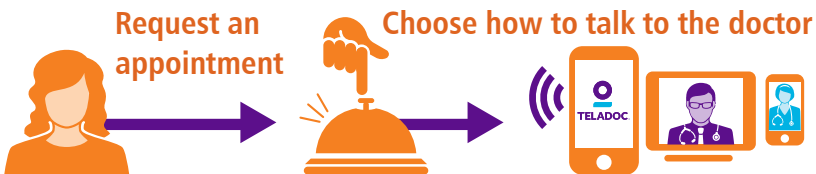
If your doctor is not available, now you have another way to access a doctor, day or night, by phone or video call from the comfort of your home.

With our new, FREE, telemedicine benefit, Teladoc[®], get care from a California-licensed doctor anytime, 24 hours a day from a phone, smartphone app, or your computer. A Teladoc[®] doctor can treat simple problems like colds, urinary discomfort, skin rashes, vomiting and diarrhea, back and joint problems, flu, red, itchy eyes, and more.

You can request to speak with a doctor from the comfort of your home wherever you have phone or internet access. It's FREE and you can skip the waiting room. Doctors are available any time day or night.

Call Teladoc at **1(800) 835-2362** or visit **teladoc.com/sfhp**.

You can call our Nurse Help Line anytime to talk to a trained registered nurse who can help answer your health care questions. This service is free and available to you in your language. Call at **1(877) 977-3397**.



Interpreter Services

You have a right to interpreter services at no charge, and may use one whenever you get medical care. You also have the right not to use your friends, family members, and minors as interpreters unless you specifically request it. You may also have an interpreter anytime you speak with a representative of San Francisco Health Plan.

If you need an interpreter, let your doctor's office know ahead of time, so that one can be made available for your appointment. We may also be able to help you find a doctor who speaks your language, or who has an interpreter working in the office.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1(415) 547-7800** (TTY: **1(415) 547-7830**).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1(415) 547-7800**, Prensa 3 (TTY: **1(415) 547-7830**).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1(415) 547-7800**，按 2 (TTY: **1(415) 547-7830**)。



Website Services

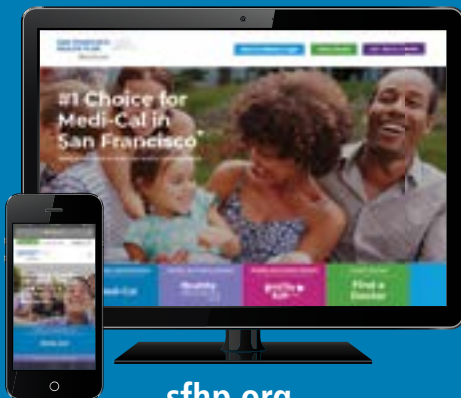
If you have internet access, you can visit San Francisco Health Plan online at **sfhp.org**.

The Members section of the website has a lot of useful information and tools that allow you to:

- Look up benefits information
- Download member materials
- Get answers to frequently asked questions
- View issues of your member newsletter, *Your Health Matters*
- Get health education and community resource information
- Find out who to call for dental, vision, and other services
- File a grievance or report a problem
- And much more

Visit our Online Provider Search tool at **sfhpprovidersearch.org** to:

- Find a Primary Care Provider
- Locate a pharmacy near your home or work
- Search for providers by provider type, specialty, network, languages spoken, gender, location, and more



sfhp.org



sfhpprovidersearch.org



Getting Started



If you are a new Healthy Kids HMO member, you will receive a few helpful tools in the mail to help you get started.

Welcome Packet

All new members are mailed a welcome packet. Inside are important member materials, such as an Evidence of Coverage that explains your benefits, rights, and responsibilities as a member of San Francisco Health Plan.

Evidence of Coverage

Your Evidence of Coverage contain detailed information about the benefits and the services offered through the Healthy Kids HMO program. If you need an Evidence of Coverage, you may call Customer Service, or download it from the Member section of our website at **sfhp.org**.

Provider Directory

Your Provider Directory is a listing of all doctors, specialists, clinics, hospitals, pharmacies, and other resources that serve the Healthy Kids HMO program. It's important to keep it, in case you decide you want to change your doctor. If you need a Provider Directory, call Customer Service or view the Members section of our website at **sfhp.org**.

Provider Online Search Tool

You can also access a list of Doctors, Specialists, Clinics, Hospitals and Pharmacies through our website **sfhp.org** and use the "Search for a Doctor" tool.




Member ID Card

All new members are mailed a Member ID Card. Your Member ID Card is helpful in letting health care providers know that you are a member of San Francisco Health Plan. Carry your Member ID Card with you at all times. Always bring it to your doctor or clinic visits, to the emergency room, and to the pharmacy.

Below is a sample of what your San Francisco Health Plan Member ID Card looks like. When you get your Member ID Card, check all of the information to make sure it is correct. You may have a new Member ID Card mailed to you at no charge if:

- Any information is incorrect
- Your card is lost or stolen
- You change your Primary Care Provider
- Your address or other information changes

SAN FRANCISCO HEALTH PLAN 

Member ID #: **12345678901** 1

DOB: **05-Sept-00**

Medical Group: **Community Health Network (CHN)** Language: **English**

Hospital: **Zuckerberg San Francisco General Hospital** 2

PAT LEE

Program: **Healthy Kids HMO**

Clinic: Clinic Name

Primary Care Provider (PCP): **A Sanchez MD** 3

PCP Address: **1234 Main Street, #101**

PCP Phone #: 1(415) 547-7800

Show this ID card when you visit the doctor, hospital or pharmacy.

CO-PAYMENTS:
\$10 Office visit, waived for preventive visits and for children under 24 months;
\$15 Emergency room visit;
\$10 Generic/\$15 Brand Prescription Medicines

Carry your Member ID Card with you at all times.

1. Member ID Number
2. Your Network Hospital
3. Your Name, Your Primary Care Provider name, address, and phone number

Your Primary Care Provider

A Primary Care Provider (PCP) is the doctor or clinic responsible for providing your basic medical care. When you joined San Francisco Health Plan, you chose a PCP. If you did not choose a PCP when you joined, one was chosen for you. Medical services provided by your PCP include:

- Wellness check-ups and preventive services
- Immunizations (shots)
- Diagnostic tests, such as hearing tests
- Laboratory tests and X-rays
- Care for when you are sick or injured
- Care for ongoing health issues, such as asthma, allergies, or diabetes
- And much more

Unless it's a health emergency your PCP is the first person you should see when you need care.

Changing Your Primary Care Provider

It's best to keep the same Primary Care Provider (PCP) whenever possible, so that he or she gets to know your health history and health care needs. You can request to change your PCP for any reason. Simply call Customer Service and request a new PCP. Contact us safely and securely at **[sfhp.org/contact](https://www.sfhp.org/contact)**. *Never send any personal health information through email.*

Questions to Ask When Choosing a PCP:

- Is this doctor in a neighborhood close to where you live or work?
- Is it easy to get to this doctor by car, MUNI, or BART?
- Does this doctor speak your language?
- What does this doctor specialize in treating?
- You may also choose a Mid-Level Provider as your PCP. A Mid-Level Provider is a nurse practitioner, certified nurse midwife, or physician's assistant.



Health Care Services



Preventive or Routine Care

Preventive or routine services, such as regular check-ups, health screenings, and immunizations, help prevent illness and are provided by your Primary Care Provider (PCP) or Clinic. Call your PCP or Clinic to make an appointment for a check-up.

Specialty Care

Specialists are doctors who see patients with special problems, such as allergies, asthma, diabetes, or heart problems. Your Primary Care Provider (PCP) will refer you to a specialist if you need expert advice or treatment for a specific problem. Your PCP is able to refer you to the right specialist in your medical group. You may not see a specialist without a referral from your PCP.

Urgent Care

Urgent Care is available when you need to be seen by a doctor right away because you are sick or hurting, or have symptoms like discomfort, fever, or slight pain. If you think you need Urgent Care, call your doctor's office. The phone number is listed on your Member ID Card.

Hospital Care

If you are sick or hurt, your Primary Care Provider (PCP) may send you to the hospital where he or she works. If there is a hospital that you prefer to use, be certain you have selected a PCP who can admit patients there. To change your PCP, call San Francisco Health Plan Customer Service.

Teladoc[®]

If your doctor is not available when you need them and you want to get care for simple medical problems, you can access a doctor, day or night by phone or video call with our free telemedicine benefit, Teladoc[®].

Emergency Care

Care at a hospital Emergency Room is for medical emergencies only. If an illness is life-threatening or seriously dangerous, then that illness may be a medical emergency. You may have a medical emergency if you have:

- Difficulty breathing and/or shortness of breath
- Chest or upper stomach pain, or feel pressure in your chest
- Fainting spells or sudden dizziness or weakness
- Uncontrolled bleeding
- Severe vomiting or diarrhea
- Feelings that you want to hurt yourself or others

If you believe you have a medical emergency, it is best to go to your assigned hospital on your Member ID card. Going to your assigned hospital will allow your doctor to see your records and make sure you get the care you need. If you believe your health is at risk, you can choose to go to the closest emergency room.

If you think the medical condition is life-threatening or will worsen on the way to the hospital, then call **911** and have local emergency medical services come to you.

If you need help determining where and how quickly you need care, you should call your PCP or clinic first. If you cannot reach your PCP or clinic, you can call Teladoc to have a free phone or video consultation with a physician. Call Teladoc at **1(800) 835-2362** or **sfhp.org/teladoc**.

Mental Health Care

Do you feel stressed, irritable or depressed and could use someone to talk to? You can get outpatient or inpatient care for mental health conditions such as depression or anxiety, as well as alcohol or substance abuse treatment. For a referral to a mental health provider or substance abuse treatment counselor call Community Behavioral Health Services' Access Helpline at **1(415) 255-3737** (local), **1(888) 246-3333** (toll-free) or **1(888) 484-7200 (TDD)**, 24 hours a day, 7 days a week.

Tobacco Cessation Services

You can get help to quit smoking or stop using tobacco. San Francisco Health Plan covers counseling services and FDA-approved medications to help you stop using tobacco. Prior authorization may be required for some tobacco cessation medications.

If you are pregnant and you use tobacco or are exposed to tobacco smoke, there are services and counseling available to you. Talk to your PCP about whether tobacco cessation medications are right for you.

You can call the California Smokers' Helpline at **1(800) NO-BUTTS (1(800) 662-8887)** for free. The Helpline offers self-help materials, referrals to local programs, and one-on-one counseling to quit smoking. The Helpline also provides specialized services for teens, pregnant women, and tobacco chewers. Services are available in English, Spanish, Cantonese, Mandarin, Korean, and Vietnamese.



Know Your Care Network

Your Primary Care Provider (PCP)

Is Always Your First Point of Contact for Routine and Urgent Care Needs

Call your PCP's office anytime, day or night, to get medical advice. You should get a PCP urgent care appointment within 48 hours of your request.



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 teladoc.com/sfhp or call **1(800) 835-2362**.



Access Services in Your Care Network

Specialists

Your PCP will refer you to a specialist if you need expert advice or treatment for a specific problem or to get a second opinion about your health.



*If you do not have a medical emergency, make an appointment to see your PCP. Your PCP's phone number is listed on your Member ID Card.



Your Hospital

When you choose a PCP, you are also choosing the hospital where they work.

911/Emergency Room

For emergency care or if your PCP tells you to go to the ER or to call **911**.

How your doctors, nurses, medical assistants, counselors, and health educators work together for you.



Crisis Mental Health and Substance Abuse

Get a referral to a mental health provider or substance abuse counselor by calling the 24/7 CBHS Access Helpline at **1(415) 255-3737**.



Pharmacy

When you need medicine, your PCP will prescribe it. Your PCP will send your prescription to the network pharmacy of your choice. Show your Member ID card to the pharmacy staff to pick up your medicines.

Family Planning

Birth control, pregnancy testing, sexually transmitted disease testing, and other family planning services are available to you from providers in San Francisco Health Plan's network.

You can seek obstetrical and gynecological services directly from a PCP who is a family practice provider or from a specialist who is an obstetrician and/or gynecologist in San Francisco Health Plan's provider network. You do not need a referral.

There is no co-payment for FDA-approved contraceptive drugs and devices on the San Francisco Health Plan Drug Formulary. Your provider may prescribe up to a 12-month supply.

Second Opinions

If you would like to talk to another doctor about a health problem, you may ask your Primary Care Provider (PCP) or San Francisco Health Plan for a second opinion. San Francisco Health Plan and its medical groups will pay for a second opinion from another doctor.



FREE Nutrition Classes – Learn how to eat well!

Free health and safety classes, support groups, and reading materials are available to all San Francisco Health Plan members.

See page 49 for details.

Covered Services (Benefits)

Covered Services (sometimes called Benefits) are health care services that are paid for by San Francisco Health Plan. In some cases there are limits on services.



To the right is a list of services that are generally covered by the Healthy Kids HMO program. For a complete list of covered benefits, limits, co-payments, and non-covered services, please refer to the Healthy Kids HMO's Combined Evidence of Coverage and Disclosure Form, or call Customer Service at **1(415) 547-7800**, Monday through Friday, 8:30am to 5:30pm.

Benefits generally include:

- Regular doctor visits
- Preventive care, such as shots and check-ups
- Hospital care
- Emergency care
- Laboratory tests
- X-rays (diagnostic imaging)
- Prescriptions and medicines
- Pregnancy and maternity care
- Family planning
- Non-emergency medical transportation
- Medical equipment
- Substance use disorder services
- Mental health services
- Health education

Benefits not provided by San Francisco Health Plan:

- Specialized care provided by California Children's Services (CCS)
- Dental care provided by Delta Dental
- Vision care provided by Vision Service Plan (VSP)

Dental Services

Dental benefits are provided through Delta Dental of California.

If you have questions about your dental coverage or need help finding a dentist, call Delta Dental's

Healthy Kids HMO Customer Service toll-free at **1(877) 580-1042**, Monday through Friday, 6:00am to 5:15pm, and refer to Group Number SF60. Visit their website at **deltadentalins.com**.

To see a list of dental providers, go to **deltadentalins.com/group_sites/gov/sfhk.html**.

Vision Services

Vision benefits are provided through Vision Service Plan (VSP). Vision services include eye examinations and some supplies, such as glasses and contact lenses.

If you have questions about your vision coverage or need help finding an eye doctor, call VSP toll-free at **1(800) 877-7195**. Visit their website at **vsp.com**.

California Children's Services (CCS)

Healthy Kids HMO members who need specialized medical care may be eligible for CCS. CCS is a State and County program that provides treatment, medical case management and physical and occupational therapy services to members under 21 years of age with certain CCS-eligible conditions. These conditions include genetic diseases, chronic conditions, infectious diseases and traumatic injuries. If your provider suspects you are eligible, your provider will make a referral to the CCS program. If CCS decides that you are eligible, you will continue to be a Healthy Kids HMO member but CCS will cover and treat the CCS-eligible condition. Additional information about the CCS Program can be obtained by calling SFHP Customer Service at **1(415) 547-7800** (local) or **1(800) 288-5555**. You may call the county CCS program at **1(415) 575-5700** if you have questions about CCS coverage.



Pharmacy Services

Prescription medicines are part of your health plan benefits. When you need medication, your doctor will prescribe it.

To get the medication, be sure to tell your healthcare provider that you have a preferred pharmacy so your prescriptions can be sent to the correct pharmacy location. To find a participating pharmacy, look in your Provider Directory or view the pharmacy listings online at [sfhp.org](https://www.sfhp.org). You can also call San Francisco Health Plan Customer Service at **1(415) 547-7800** (local) or **1(800) 288-5555** (toll-free).

To get your medications, show your San Francisco Health Plan Member ID Card to the pharmacy staff at your preferred pharmacy. Check the Healthy Kids HMO Evidence of Coverage and Disclosure Form for co-payment and other information about your prescription drug benefits.

San Francisco Health Plan has a Drug Formulary. The Drug Formulary is a list of generic and Brand name drugs approved for coverage by San Francisco Health Plan's Pharmacy and Therapeutics Committee. Drugs on the Formulary have limits based on quantity, your age and/or gender. Prior authorization may be required for certain drugs or if your provider requests more than the limit. If you want to see if your prescription medication is covered, you can view the San Francisco Health Plan Drug Formulary for Healthy Kids HMO at [sfhp.org](https://www.sfhp.org). You can also call San Francisco Health Plan Customer Service at **1(415) 547-7800** (local) or **1(800) 288-5555** (toll-free).

If your medication is not part of the Drug Formulary, your provider must submit a prior authorization form to San Francisco Health Plan. San Francisco Health Plan will review the request and decide if you can use a non-formulary drug. Standard prior authorization requests are reviewed within 72 hours and urgent requests are reviewed within 24 hours. If the request is denied, changed or more information is needed, San Francisco Health Plan will send you and your provider a letter with the reason for the decision.

Timely Access to Care

You should be able to make an appointment for Covered Services based on your health needs. The California Department of Managed Health Care (DMHC) created standards for appointment wait times. They are:

Type of Appointment	Standard Wait Time
For Urgent Care , if a prior authorization is not needed	Within 48 hours of the request for appointment
For Urgent Care , if a prior authorization is needed*	Within 96 hours of the request for appointment
For routine Primary Care visit (non-urgent)	Within 10 business days of the request for appointment
For routine visit with a specialist physician (non-urgent)	Within 15 business days of the request for appointment

** Prior authorization may be needed if you are seeing a provider who is not part of your medical group.*

If you wish to wait for a later appointment that will better fit your needs, check with your provider. In some cases, your wait may be longer than the standard wait times if your provider decides that a later appointment will not harm your health.

The standard wait times do not apply to preventive care appointments. Preventive care means prevention and early detection of illnesses. This includes physical exams, immunizations, health education and pregnancy care. The standard wait times also do not apply to periodic follow-up care that is scheduled in advance. Examples of periodic follow-up care are standing referrals to specialists and recurring office visits for chronic conditions. Your provider may suggest a specific schedule for these types of care, based on your needs.

Interpreter services are available at no cost to you. If you need help in your language during your appointment, ask your provider to arrange for an interpreter for you. Or you can call SFHP Customer Service at **1(800) 288-5555** (toll free) or **TDD/TTY 1(888) 883-7347**, Monday – Friday, 8:30am to 5:30pm.

The DMHC also created standards for answering phone calls. They are:

- For calls to SFHP Customer Service – within 10 minutes during normal business hours, Monday – Friday, 8:30am to 5:30pm
- For triage or screening calls – within 30 minutes, 24 hours a day, 7 days a week

Triage or screening is done by a physician, registered nurse, or other qualified health professional to determine where and how quickly you need to get care. If you need triage or screening, you should call your PCP or clinic first. If you cannot reach your PCP or clinic, you can call Teladoc® to have a phone or video consultation with a physician. This service is free of charge and available to you in your language. Call Teladoc® at **1(800) 835-2362** or visit **sfhp.org/teladoc**.





Visiting Your Primary Care Provider



You should visit a Primary Care Provider (PCP) or Clinic within four months of joining San Francisco Health Plan. Your first visit is very important because it helps you and your doctor to get to know each other and it is better for your doctor to get to know you before you get sick.

Making an Appointment

To make an appointment, call your Primary Care Provider (PCP) or Clinic. Your PCP or Clinic phone number is on your Member ID Card. If you need help finding your PCP or Clinic, call San Francisco Health Plan Customer Service at **1(800) 288-5555**, Monday through Friday, 8:30am to 5:30pm. Or contact us safely and securely at **sfhp.org/contact**.

Never send any personal health information through email.

Be sure to bring your Member ID Card to the appointment so you will not be billed by mistake. If you cannot keep your appointment, call the doctor's office or clinic to cancel and reschedule your appointment.

Regular Check-Ups

Going to the doctor for regular check-ups is an important part of staying healthy. During the visit, the doctor will:

- Get to know your health needs and medical history
- Identify any health problems you may have
- Check for hidden health problems, such as high cholesterol or high blood pressure
- Review the medicines and vitamins you are taking
- Decide if you need any immunizations (shots)
- Decide if you need other services such as specialty care
- Tell you how often you should come in for a check-up

This visit is a good time to talk about any health problems, or any other questions you might have.

Be Prepared for Your Visit

To make the most of your doctor visit, plan ahead:

- Write down all your questions so you won't forget to ask them
- Bring a list of the names of the medicines and vitamins you take
- Bring a list of any health problems that you or your family members have
- Bring an immunization record (the list of dates when shots were given to prevent diseases). This is usually on a yellow card given to you by the doctor's office, clinic, or school where the shots were given



Co-Payments

A co-payment is a small fee you pay each time you visit a doctor or have a prescription for medicine filled, and it is required for some services.

You must make co-payments for certain services and prescriptions. To learn what specific services have co-payments, refer to your Healthy Kids HMO Evidence of Coverage. The Evidence of Coverage was provided in your Member Welcome Packet, or is available in the Members section of the San Francisco Health Plan website at **sfhp.org**.

The co-payment limit per household is \$250 no matter how many family members are enrolled in San Francisco Health Plan. Ask for a receipt whenever a co-payment is made, and keep the receipt so that if the maximum \$250 has been paid during the membership year, you have proof. If the limit is reached, contact San Francisco Health Plan Customer Service for a special “no co-pay” Member ID Card.

SAN FRANCISCO HEALTH PLAN 

Member ID #: **12345678901**

DOB: **05-Sept-00** Language: **English**

Medical Group: **Community Health Network (CHN)**

Hospital: **Zuckerberg San Francisco General Hospital**

PAT LEE

Program: **Healthy Kids HMO**

Clinic: **Clinic Name**

Primary Care Provider (PCP): **A Sanchez MD**

PCP Address: **1234 Main Street, #101**

PCP Phone #: 1(415) 547-7800

Show this ID card when you visit the doctor, hospital or pharmacy.

CO-PAYMENTS:
 \$10 Office visit, waived for preventive visits and for children under 24 months;
 \$15 Emergency room visit;
 \$10 Generic/\$15 Brand Prescription Medicines

Co-Payment Fee Information

CO-PAYMENTS:
 \$10 Office visit, waived for preventive visits and for children under 24 months;
 \$15 Emergency room visit;
 \$10 Generic/\$15 Brand Prescription Medicines

Need an
interpreter?

Call your doctor’s office ahead of time, so that an interpreter can be made available for your appointment.

See page 10 for more details.



Renewing Coverage



How to Renew Your Coverage

Healthy Kids HMO members must renew coverage every 12 months.

There are 3 easy steps to renewing coverage:

1. Watch for a letter. It will arrive in the mail from San Francisco Health Plan approximately 30 days before your coverage is scheduled to end.
2. If you are unsure how to renew or if you have moved, call us right away at **1(888) 558-5858** or contact us at **sfhp.org**.
3. If you don't get your renewal letter in the mail at least 30 days from when your health insurance will end, call us right away at **1(415) 546-9820**.

Once you review your coverage, you will be responsible for paying the annual premium of \$189 for each member enrolled in the Healthy Kids HMO program. Premium assistance is available. Call San Francisco Health Plan Customer Service at **1(415) 547-7800** (local) or **1(800) 288-5555** (toll-free).



You may make an appointment with a San Francisco Health Plan Enrollment Specialist at our Service Center located at 7 Spring Street, Monday through Wednesday and Friday 8:30am to 5:00pm; Thursday 8:30am to 3:00pm.

Call **1(415) 777-9992** for an appointment.



Solving Problems



Complaint/Grievance Process

If you have a problem with your health care services, talking with your doctor may be the best way to get any problems you may be having with your health care services resolved quickly. If the problem is not resolved, San Francisco Health Plan may be able to review your problem through the Grievance Process.

Filing a complaint or grievance is your right. San Francisco Health Plan does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, sex or filing a grievance. You will not be disenrolled or lose eligibility for filing a complaint or grievance.

There are six ways to file a grievance:

1. Call us at **1(800) 288-5555**, Monday through Friday, 8:30am to 5:30pm and request a Grievance Form.
2. File a grievance at **sfhp.org/contact**. *Never send any personal health information through email.*
3. File a grievance at your doctor's office.
4. Visit our office and file a grievance in person. Our Service Center address is 7 Spring Street, San Francisco, CA 94104. Office Hours are Monday through Wednesday and Friday 8:30am to 5:00pm; Thursday 8:30am to 3:00pm.
5. Send us a letter describing the problem and mail it to us at:
San Francisco Health Plan
Attn: Grievance Coordinator
P.O. Box 194247
San Francisco, CA 94119-4247
6. Download and complete a Grievance Form in your language from our website at: **sfhp.org/grievance**

Time Frames for Grievances and Appeals

A Notice of Action letter is a formal letter telling you that a medical service has been denied, deferred, or modified, or a claim has been denied or adjusted. If you receive a Notice of Action letter and you do not agree with the decision made for your medical treatment, you can file an appeal. You have one-hundred eighty (180) days from the date on the Notice of Action to file an appeal with San Francisco Health Plan.

Within five (5) calendar days after we receive your grievance or appeal, we will send a letter to let you know that we received it. We can resolve most grievances within (30) calendar days from the time we receive them.

If you think waiting 30 days for an answer to your grievance or appeal will hurt your health, you may be able to get an answer within 72 hours. When filing your grievance or appeal, say why waiting will hurt your health. Make sure to ask for an **“expedited”** grievance or appeal.

For more details about the grievance process, see the Healthy Kids HMO Evidence of Coverage, or call San Francisco Health Plan Customer Service at **1(800) 288-5555**, Monday through Friday, 8:30am to 5:30pm.

Or contact us safely and securely at **[sfhp.org/contact](https://www.sfhp.org/contact)**.

Never send any personal health information through email.



Independent Medical Review (IMR) Process

If you received a resolution letter from San Francisco Health Plan about your grievance or appeal and you still disagree with the decision, you may also ask for help from the California Department of Managed Health Care (DMHC). You have the right to ask for an Independent Medical Review (IMR), at no cost to you. An IMR is a review by a medical expert who is not part of San Francisco Health Plan.

You usually need to ask us to help you first before you ask DMHC for an IMR. If you are unhappy with San Francisco Health Plan's decision or you do not hear from us within 30 days, then you may request an IMR. You must ask for an IMR within 180 days from the date of the grievance or appeal resolution letter.

You may be able to get an IMR right away without filing an appeal first. This is in cases where your health is in immediate danger or the request was denied because the treatment is considered experimental or investigational.

To ask for an IMR, you can call the DMHC at their toll-free number **(1-888-HMO-2219)** or the TDD/TTY line for the hearing and speech impaired, **(1-877-688-9891)**. The DMHC website **<http://www.hmohelp.ca.gov>** has the request form, too. The Healthy Kids HMO Evidence of Coverage and Disclosure Form has some more details about the IMR and DMHC. You can also call us with questions, **(800) 288-5555**, Monday through Friday, 8:30am – 5:30pm.

Need help with filling out the forms?



If you have questions about how to fill out the forms, call us at **(800) 288-5555**, Monday through Friday, 8:30am to 5:30pm. Or contact us safely and securely at **sfhp.org/contact**. *Never send any personal health information through email.* Be sure to include your name, phone number, and explain how we can help you.

California Department of Managed Health Care

The paragraph below will provide you with information on how to request an IMR. Note that the term “grievance” is talking about both “complaints” and “appeals.”

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1(415) 547-7800** or **1(800) 288-5555** and use your health plan’s grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-HMO-2219)** and a TDD line **(1-877-688-9891)** for the hearing and speech impaired. The department’s Internet Web site **<http://www.hmohelp.ca.gov>** has complaint forms, IMR application forms and instructions online.



Your Health Matters is your member newsletter mailed to you every three months. In it, we provide information about health care services, how to make the most of member benefits, hints and tips about healthy living, and more. It is also online at **sfhp.org**.

Member Advisory Committee

The San Francisco Health Plan Member Advisory Committee is the place to voice concerns and give advice about how we can better serve our members. The committee is made up of health plan members and health care advocates. It works to improve the quality of care and to address the concerns of our members.

The committee meets the first Friday of every month at the San Francisco Health Plan Service Center. If you are interested in participating on the Member Advisory Committee, contact San Francisco Health Plan Customer Service at **1(800) 288-5555**, Monday through Friday, 8:30am to 5:30pm. Or contact us safely and securely at **sfhp.org/contact**.
Never send any personal health information through email.



Your Rights and Responsibilities

As a San Francisco Health Plan member,

You have a RIGHT to:

- Take part in all decisions about your care
- Hear about all care options
- Tell us what kind of care you want if you become unable to make your own health care decisions
- See your medical record and get a copy
- Know the names of the people who give you care and what kind of training they have
- Have an interpreter, free of cost, who speaks your language
- Receive care with dignity and respect
- Be assured of privacy and confidentiality
- Receive care in a place that is safe, secure, clean, and accessible
- Get a second opinion from one of the doctors in your medical group
- Know how to get help and solve problems. Your care will not be affected if you file a grievance or make a complaint

Carry your Member ID Card with you at all times.

SAN FRANCISCO HEALTH PLAN 

DOB: 05-Sept-00

Member ID #: **12345678901**

Medical Group: **Community Health Network (CHN)** Language: **English**

Hospital: **Zuckerberg San Francisco General Hospital**

PAT LEE

Program: **Healthy Kids HMO**

Clinic: Clinic Name

Primary Care Provider (PCP): **A Sanchez MD**

PCP Address: **1234 Main Street, #101**

PCP Phone #: 1(415) 547-7800

Show this ID card when you visit the doctor, hospital or pharmacy.

CO-PAYMENTS:
\$10 Office visit, waived for preventive visits and for children under 24 months;
\$15 Emergency room visit,
\$10 Generic/\$15 Brand Prescription Medicines

- 1 Member ID Number
- 2 Your Network Hospital
- 3 Your Name
Your Primary Care
Provider name,
address,
and phone number

You have a **RESPONSIBILITY** to:

- Keep appointments or call to cancel or reschedule them
- Tell your doctor about your health and health history
- Ask questions about your health care
- Follow the care plan you and your doctor agree on
- Recognize the effects of your lifestyle on your health
- Inform us if your address or phone number changes
- Renew your eligibility and membership on time
- Present your Member ID Card when you are receiving services

As a member of San Francisco Health Plan, you are very important to us. We want to make sure you get the health care you need, when you need it. Our Utilization Management team makes certain that the care and procedures you get, and the facilities you need, are timely and needed.

If you have any questions about utilization review, please call us at **1(415) 547-7800** or **1(800) 288-5555**, Monday through Friday, 8:30am to 5:30pm. Our TDD line for the hearing impaired is **1(415) 547-7830** or **1(888) 883-7347**.



Important Contacts



San Francisco Health Plan Contact Information

To make an appointment, call your Primary Care Provider (PCP). San Francisco Health Plan can also help with any items listed below and more. If you are not sure who to call, call us! We are here for you.

- Change your doctor
- Get a new Member ID Card
- Change your address or phone number
- If you need help filling a prescription
- Ask questions about your member benefits
- Get help renewing your coverage
- Talk about a problem or file a complaint
- Get information about community health resources

Our Office Address:

San Francisco Health Plan
 P.O. Box 194327
 San Francisco, CA 94119-4327

Customer Service representatives are available Monday through Friday, 8:30am – 5:30pm at one of the following phone numbers:

- Local Callers.....**1(415) 547-7800**
- Toll-Free Callers.....**1(800) 288-5555**
- TDD/TTY for People who are Deaf, Hard-of-Hearing,
 or have Speech Disabilities.....**1(415) 547-7830**
- Teladoc[®], a free benefit, is available when
 your doctor is not.....**1(800) 835-2362**

Enrollment Assistance Services are available at our Service Center located at 7 Spring Street, Monday through Wednesday and Friday 8:30am to 5:00pm; Thursday 8:30am to 3:00pm.

Call **1(415) 777-9992** for an appointment.



Answers to frequently asked questions may be found on our website at **sfhp.org**. Or contact us safely and securely at **sfhp.org/contact**.
Never send any personal health information through email.



San Francisco Health Plan Service Center

7 Spring Street
San Francisco, CA

Office Hours

Monday through Wednesday
and Friday 8:30am to 5:00pm
Thursday 8:30am to 3:00pm

San Francisco Health Plan Service Center

Our Service Center is here to help you with enrollment assistance in the Healthy Kids HMO program.

Call Customer Service at **1(415) 777-9992** to make an appointment with an Enrollment Specialist, today. You can also stop by anytime to get information on what health care access options are available to you and your family in the County of San Francisco.

The Service Center is at 7 Spring Street. Spring Street is between Kearny and Montgomery Streets, where Chinatown and the Financial District meet. It is easy to get to our Service Center using public transportation, including Muni and BART.

The Service Center is open Monday through Wednesday and Friday 8:30am to 5:00pm; Thursday 8:30am to 3:00pm. You will receive the same quality service that you have come to expect from us, including support, health education materials, and information in a culturally respectful manner and in the language of your choice.



Contact Information	Reason to Contact
<p>California Children’s Services (CCS) 1(415) 575-5700</p>	<ul style="list-style-type: none"> • Ask about CCS coverage
<p>Community Behavioral Health Services 1(415) 255-3737 (local) 1(888) 246-3333 (toll-free) 1(888) 484-7200 (TDD/TTY Service) sfdph.org</p>	<ul style="list-style-type: none"> • Get mental health counseling • Access a substance abuse counselor • Get benefit coverage information • Access in-network provider access information • Access claims processing information
<p>Delta Dental 1(877) 580-1042 deltadentalins.com</p>	<ul style="list-style-type: none"> • Find a dentist • Ask about your dental benefits
<p>Nurse Help Line 1(877) 977-3397</p>	<ul style="list-style-type: none"> • If you cannot reach your doctor during the day or after hours
<p>San Francisco Health Plan 1(415) 547-7800 sfhp.org</p>	<ul style="list-style-type: none"> • Report change of address, phone number, or last name • Get program renewal information • Billing questions
<p>Teladoc® 1(800) 835-2362 teladoc.com/sfhp</p>	<ul style="list-style-type: none"> • If you cannot reach your doctor during the day or after hours
<p>Vision Service Plan 1(800) 877-7195 vsp.com</p>	<ul style="list-style-type: none"> • Find an eye doctor • Ask about your vision benefits

Other Important Contact Information

Use this page to keep a record of important contact numbers for your providers and facilities.

Your Primary Care Provider

Your Hospital

Your Pharmacy

Your Emergency Contact Number

Your Dad's or Parent / Guardian Cell Phone

Your Mom's or Parent / Guardian Cell Phone

Your Day Care / Baby Sitter



Resources, References, and Records



Group Wellness Classes

All San Francisco Health Plan members are offered FREE health and safety classes, support groups, and reading materials. To get information on classes, call San Francisco Health Plan Customer Service at **1(800) 288-5555**, Monday through Friday, 8:30am to 5:30pm.

The following classes, support groups, and programs are commonly available:

- Childbirth
- Parenting
- Nutrition
- Asthma
- Quit Smoking
- HIV/AIDS Support
- Diabetes Education and Management
- Cancer Support
- CPR
- And more

Health Education Online

Visit San Francisco Health Plan online at **sfhp.org!**

In the Members section, follow the Health Education and Wellness link to a large library of online and downloadable materials that provide information and recommendations on topics ranging from asthma and nutrition, to back pain and breast feeding.

**FREE Classes,
Support Groups, and
Programs available –
sign up today!**

Are there health education materials you would like us to provide through our website? Contact us safely and securely at **sfhp.org/contact**.
Never send any personal health information through email.

SAN FRANCISCO HEALTH PLAN 		Member ID #: 12345678901
DOB: 05-Sept-00		Language: English
Medical Group: Community Health Network (CHN)		
Hospital: Zuckerberg San Francisco General Hospital		
PAT LEE		
Program: Healthy Kids HMO		
Clinic: Clinic Name		
Primary Care Provider (PCP): A Sanchez MD		
PCP Address: 1234 Main Street, #101		
PCP Phone #: 1(415) 547-7800		
Show this ID card when you visit the doctor, hospital or pharmacy.		
CO-PAYMENTS:		
\$10 Office visit; waived for preventive visits and for children under 24 months;		
\$15 Emergency room visit;		
\$10 Generic/\$15 Brand Prescription Medicines		

If you do not have a medical emergency, make an appointment to see your personal doctor. Your doctor's phone number is listed on your Member ID Card.

Provider Record

Use this chart to track provider names and phone numbers.
 Also keep track of past and future provider visits.

Date of Visit	Provider or Clinic	Phone	Next Visit?
9/15/18	Dr. Miller	1(415) 547-7800	1 year (Check up)
Date of Visit	Specialist	Phone	Next Visit?
Date of Visit	Eye Doctor (Optometrist)	Phone	Next Visit?

Provider Record

Use this chart to track provider names and phone numbers.
Also keep track of past and future provider visits.

Date of Visit	Provider or Clinic	Phone	Next Visit?
9/15/18	Dr. Miller	1(415) 547-7800	1 year (Check up)

Date of Visit	Specialist	Phone	Next Visit?

Date of Visit	Eye Doctor (Optometrist)	Phone	Next Visit?

Dental Record

Use this chart to track dentist names and phone numbers.
Also keep track of past and future dental visits.

Date of Visit	Provider or Clinic	Phone	Next Visit?
10/15/18	Dr. Lee	1(415) 547-7800	6 Mos. (Cleaning)

Date of Visit	Orthodontist	Phone	Next Visit?

Dental Record

Use this chart to track dentist names and phone numbers.
Also keep track of past and future dental visits.

Date of Visit	Provider or Clinic	Phone	Next Visit?
10/15/18	Dr. Lee	1(415) 547-7800	6 Mos. (Cleaning)

Date of Visit	Orthodontist	Phone	Next Visit?

Definitions

- > **Annual Eligibility Review (AER)** is the yearly renewal process for Healthy Kids HMO members. It occurs every 12 months from the date of enrollment.
- > **Benefits** are medical services that San Francisco Health Plan pays for (also called Covered Services).
- > **Co-Pay** is the amount of money you pay when you get covered services.
- > **Evidence of Coverage** is a document that explains your coverage and benefits.
- > **Managed Care** is a system that tries to control the cost and quality of the medical services and treatments people receive.
- > **Medical Group** is a group of doctors who have a business together. These doctors contract with a health plan to provide services to members.
- > **Member** is a person who is enrolled in a San Francisco Health Plan program.
- > **Member ID Card** is a card that identifies you as a Member of San Francisco Health Plan.
- > **Physician's Assistant (PA)** is a health professional who is not a doctor, but who provides care to patients. A doctor supervises a PA.
- > **Preventive Care** is health care service that helps prevent disease. Flu shots and Pap smears are examples of preventive care.
- > **Primary Care Provider (PCP)** is the provider or clinic you choose (also called a PCP). Your PCP coordinates your health care services and treatment.
- > **Providers** are doctors, clinics, pharmacies, hospitals, and others who provide care to members.
- > **Provider Directory** is a listing of all the providers who provide services for a given program.
- > **Referral** is permission to get care from a different doctor or hospital. Doctors and health plans can make referrals.

Search Provider Directory

Our provider search tool allows you to find providers in your network or any other SFHP network. Look up providers by:

- name
- type of provider
- clinics
- pharmacies
- specialists
- more



sfhpprovidersearch.org



Visit sfhp.org on your computer or your smart phone