



Dear Member:

Welcome to San Francisco Health Plan! Your health matters to us.

It's important to schedule a check-up so that your doctor can get to know you and your health care needs. It's best to see your doctor before you get sick. An appointment should be made within the first 4 months of joining San Francisco Health Plan.

A Member Identification (ID) card for each covered member in your family is mailed to you in a separate envelope. The Member ID card has your doctor's name and telephone number on it. You must bring your Member ID card each time you see your Doctor or your Pharmacist. If you would like to change your Doctor, please call Customer Service at **1(415) 547-7800** or **1(800) 288-5555**.

Please carefully review the important materials enclosed, including the following:

- **Member Handbook:** Contains general information about how to use your Health Plan.
- **Evidence of Coverage:** Detailed information about how your Plan works, the covered benefits, your rights and responsibilities as a San Francisco Health Plan Member, and other important information about your benefits.
- **Provider Directory:** A listing of San Francisco Health Plan doctors and other health care providers, Clinics, Hospitals, Medical Groups, and Pharmacies.

You will want to keep all these materials for easy reference. This information is also available on our website at sfhp.org.

If you have questions about your San Francisco Health Plan Membership or need help scheduling an appointment, **please call Customer Service at 1(415) 547-7800 or 1(800) 288-5555, Monday through Friday, 8:30am to 5:30pm.**

Sincerely,

Customer Service