

October 1, 2020

Dear Member:

San Francisco Health Plan thanks you for trusting us with your health care needs. This package has updated Healthy Workers HMO Program Materials. Please discard your old member materials and use these new ones.

The Healthy Workers HMO Evidence of Coverage (EOC) is not in this package. You received the EOC when you first became a Healthy Workers HMO member. The EOC has more information about your health coverage program. The EOC explains the covered benefits and your rights and responsibilities as a San Francisco Health Plan member. If you need an updated copy of the EOC, call San Francisco Health Plan Customer Service at **1(800) 288-5555** (toll-free), Monday through Friday, 8:30am – 5:30pm or view it online at **sfhp.org**.

Please call these phone numbers for more information:

**Healthy Workers HMO and San Francisco Health Plan**

ID card, membership, changing doctors, complaints or any other questions. **1(800) 288-5555**



**Doctor or Clinic**

Please use the phone number listed on your San Francisco Health Plan ID card. If you need a replacement ID card, please call San Francisco Health Plan.



**Eye Exam**

Vision Service Plan  
**1(800) 877-7195**



**Behavioral Health Care**

San Francisco Behavioral Health Services (SFBHS) **1(888) 246-3333**



**Dental Care**

IHSS Workers ONLY —  
Liberty Dental  
**1(888) 703-6999**



**TELADOC**

**24/7 Teladoc Services**

Get a phone or video consultation with a Teladoc doctor when you can't reach your provider, day or night. **1(800) 835-2362 | [teladoc.com/sfhp](https://teladoc.com/sfhp)**

If you have any questions, please call us at **1(800) 288-5555** (toll-free), **1(415) 547-7800** (local) or TDD/TTY **1(888) 883-7347**, Monday through Friday, 8:30am – 5:30pm. San Francisco Health Plan speaks your language and is happy to help you with any questions or concerns. You can also visit us at our website at **sfhp.org**.

We are here for you.

Sincerely,

San Francisco Health Plan