

San Francisco Health Plan Member Handbook

Errata for 2019

The Medi-Cal Program has made changes to the program. The changes are noted below. Please read these changes and keep this document with the 2019 Member Handbook you have received.

If you have any questions regarding the changes made to the Medi-Cal Member Handbook please call San Francisco Health Plan Customer Service at **1(415) 547-7800** (local), or **1(800) 288-5555** (toll-free), Monday – Friday, 8:30am to 5:30pm. TDD/TTY users can call **1(888) 484-7200**. We have staff that can assist in your language.

The following information has been added to Section 4, Benefits and Services

Pediatric Services

The plan covers:

- Early and periodic screening, diagnostic and treatment (EPSDT) services.
 - If you or your child are under 21 years old, San Francisco Health Plan covers well-child visits. Well-child visits are a comprehensive set of preventive, screening, diagnostic, and treatment services.
 - San Francisco Health Plan will make appointments and provide transportation to help children get the care they need.
 - Preventive care can be regular health check-ups and screenings to help your doctor find problems early. Regular check-ups help your doctor look for any problems with your medical, dental, vision, hearing, mental health, and any substance use disorders. San Francisco Health Plan covers screening services any time there is a need for them, even if it is not during your regular check-up. Also, preventive care can be shots you or your child need. San Francisco Health Plan must make sure that all enrolled children get needed shots at the time of any health care visit.
 - When a problem physical or mental health issue is found during a check-up or screening, there may be care that can fix or help the problem. If the care is medically necessary and San Francisco Health Plan is responsible for paying for the care, then San Francisco Health Plan covers the care at no cost to you. These services include:
 - Doctor, nurse practitioner, and hospital care
 - Shots to keep you healthy
 - Physical, speech/language, and occupational therapies
 - Home health services, which could be medical equipment, supplies, and appliances
 - Treatment for vision and hearing, which could be eyeglasses and hearing aids
 - Behavioral Health Treatment for autism spectrum disorders and other developmental disabilities

- Case management, targeted case management, and health education
 - Reconstructive surgery, which is surgery to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors, or disease to improve function or create a normal appearance.
 - If the care is medically necessary and San Francisco Health Plan is not responsible for paying for the care, then San Francisco Health Plan will help you get the right care you need. These services include:
 - Treatment and rehabilitative services for mental health and substance use disorders
 - Treatment for dental issues, which could be orthodontics
 - Private duty nursing services
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The following information has been added to Section 7, Important Numbers and Words to Know

Early and periodic screening, diagnosis and treatment (EPSDT): EPSDT services are a benefit for Medi-Cal members under the age of 21 to help keep them healthy. Members must get the right health check-ups for their age and appropriate screenings to find health problems and treat illnesses early.

Medically necessary (or medical necessity): Medically necessary care are important services that are reasonable and protect life. This care is needed to keep patients from getting seriously ill or disabled. This care reduces severe pain by treating the disease, illness or injury. For members under the age of 21, Medi-Cal services includes care that is medically necessary to fix or help a physical or mental illness or condition, including substance use disorders, as set forth in Section 1396d(r) of Title 42 of the United States Code.