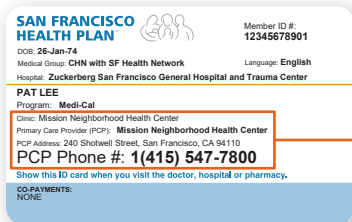# How to get services in your care network

Community Health Network is made up of independent non-profit community clinics and the San Francisco Health Network (SFHN). SFHN is a community of top-rated clinics, hospitals including Zuckerberg San Francisco General Hospital and Laguna Honda Hospital, urgent care, behavioral health, dental, and specialty care services, and programs that connect San Franciscans to health care in over 20 San Francisco neighborhoods. SFHN connects you to more than 2,000 medical providers, including doctors from University of California, San Francisco (UCSF) School of Medicine, one of the nation's finest medical schools. Many of our staff speak multiple languages including Spanish, Chinese, and Tagalog. For more information, visit **sfhealthnetwork.org.**

Community Health Network with San Francisco Health Network

Routine & Preventive Care

Primary Care Provider (PCP)

Your PCP is your first point of contact for non-emergency, routine, and urgent medical needs.

SAN FRANCISCO HEALTH PLAN
Member ID #: **12345678901**
DOB: **26-Jan-74**
Medical Group: **CHN with SF Health Network**
Language: **English**
Hospital: **Zuckerberg San Francisco General Hospital and Trauma Center**
PAT LEE
Program: **Medi-Cal**
Clinic: Mission Neighborhood Health Center
Primary Care Provider (PCP): **Mission Neighborhood Health Center**
PCP Address: 240 Shotwell Street, San Francisco, CA 94110
PCP Phone #: **1(415) 547-7800**
Show this ID card when you visit the doctor, hospital or pharmacy.
CO-PAYMENTS:
NONE

Your PCP's phone number and address is on your Member ID Card

Pharmacy Services

Go to **sfhpprovidersearch.org** to find a pharmacy in your Medical Group.

Mental Health Care

If you need to talk to someone, you can get an appointment with a psychologist or psychiatrist by calling **Beacon Health Options** at **1(855) 371-8117.**

Hospital Care

Zuckerberg San Francisco General Hospital and Trauma Center
1(415) 206-8338
1001 Potrero Avenue

Unless it is an emergency, you must first contact your PCP. An emergency is when you have a condition that endangers your life, are in extreme or intense pain, have serious difficulty breathing, or may have a broken bone.

If you have a medical emergency, call 911 or go to the closest emergency room for help.

Afterhours Care

Urgent Care

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.

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:

ZSFG - Adult Urgent Care Center
1(415) 206-8052
1001 Potrero Avenue
M-F 8:00am-8:00pm; SAT-SUN 8:00am-4:00pm

Or you can go to any Urgent Care Clinic near you.

Teladoc® Talk to a Doctor 24/7 FREE

You can have a phone or video consultation with a Teladoc doctor, 24 hours a day, 7 days a week.

1(800) 835-2362
sfhp.org/teladoc

Dental & Vision Care

For information on dental services, call **Denti-Cal** at **1(800) 322-6384**

For information on vision care, call **VSP Vision Care** at **1(800) 877-7195**

Please check your Member Handbook to see what benefits are included in your plan.

See the other side for who to call for Customer Service

SAN FRANCISCO HEALTH PLAN™
Here for you

Medi-Cal

Who Do I Call?

SAN FRANCISCO HEALTH PLAN™

Here for you

Call **SFHP Customer Service**

1(415) 547-7800

1(800) 288-5555 (toll-free)
1(415) 547-7830 (TDD/TTY)

San Francisco Health Plan Customer Service answers questions you may have about your health care benefits and services. We can help you find information on health care choices that are available for you and your family.

- Change your PCP (doctor)
- Replace SFHP ID cards
- Assist with billing issues
- Update your contact information
- Report a complaint
- If you are having trouble scheduling appointments
- Resolve prescription drug and durable medical equipment issues
- Apply for:
  - Medi-Cal
  - Covered California
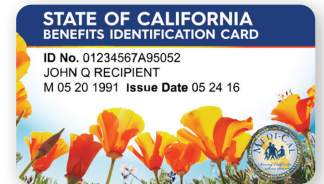- Answer medical benefits questions
- And more

Medi-Cal

Call **Medi-Cal**
1(415) 863-9892

Medi-Cal Office

They make sure that you are qualified and tell you when to reapply.

- Applying for Medi-Cal
- Renewing your Medi-Cal
- Reinstatement if your coverage has stopped
- Approval for coverage
- If your application is on hold pending renewal
- Replace Benefits Identification Card (BIC)

STATE OF CALIFORNIA
BENEFITS IDENTIFICATION CARD
ID No. 01234567A95052
JOHN Q RECIPIENT
M 05 20 1991 Issue Date 05 24 16

State of California

Benefits Identification Card

ID No. 0123456789
JOHN Q. RECIPIENT
M 05 20 2002   Issue Date 03 01 08

Get Connected to Your Health Information

Access your health information anytime from anywhere you have internet access with SFHP HealthLink, our safe and secure Medi-Cal Member Portal:

- **Search** our health education library
- **Request** a new ID Card
- **View** your medications
- **Change** your PCP
- **Get** program and benefit updates
- **See** your personal health record
- **And more!**

SFHP HealthLink helps you stay on top of your health care!

SAN FRANCISCO HEALTH PLAN™
Here for you

Medi-Cal