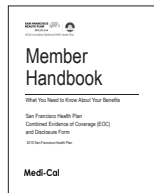


April 15, 2019

Dear Member:

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



### Member Handbook

Detailed information about your health coverage program, its covered benefits, and your rights and responsibilities as a San Francisco Health Plan member. Also called the Evidence of Coverage.



### Summary of Benefits

A chart summarizing covered services provided by San Francisco Health Plan. Your Member Handbook has more detailed descriptions of coverage benefits and limitations.



### Provider Directory

Listing of doctors, behavioral health professionals, pharmacies, hospitals, and other providers in the San Francisco Health Plan network. You can also search for providers at **sfhp.org**.

Please call these phone numbers for more information:



#### 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.



#### Behavioral Health Care

Beacon Health Options

**1(855) 371-8117**



#### Dental Care

Denti-Cal

**1(800) 322-6384**



#### County Medi-Cal Office

For questions about Medi-Cal eligibility or to report a change of address, phone number, or last name.

**1(415) 863-9892**



#### 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 | [sfhp.org/teladoc](https://sfhp.org/teladoc)**



#### Eye Exam

Vision Service Plan

**1(800) 877-7195**

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