This is a list of resources that are available to SFHP Medi-Cal members. There is a full list of all benefits and services in your Member Handbook and on sfhp.org.

**MATERNAL AND CHILD SERVICES**

**Breast Pump and Breastfeeding Services (SFHP members only)**
San Francisco Health Plan: 1(800) 288-5555
sfhp.org
San Francisco Health Plan gives supplies and services to people who have just given birth.
These may include:
• Electric breast pumps
• Breastfeeding/Chest feeding supplies
• Counseling
• Human breast milk, if needed
These services need a prescription. Services are free for the first 60 days but may keep going if needed.
Call your doctor’s office to ask for these services.

**California Children’s Services (CCS)**
1(628) 217-6700
dhcs.ca.gov
The CCS program funds diagnostic and health care services, medical case management, and physical and occupational therapy. These services are for children under 21 years with certain health issues.

**Comprehensive Perinatal Services Program (CPSP)**
311 or 1(800) 300-9950
cdph.ca.gov/Programs/CFH/DMCAH/CPSP/
CPSP funds a wide range of services to people who are pregnant from the start of pregnancy until 60 days after birth.

As well as standard prenatal care, CPSP gives enhanced services in the areas of:
• Nutrition
• Mental health
• Health education
This approach has been shown to lead to healthier pregnancies and babies.

Some of these issues include, but are not limited to:
• Chronic health conditions like Cystic Fibrosis or Heart Disease
• Cancer
• Painful injuries
• Infectious diseases with serious symptoms

**Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Well-Child Visits**
San Francisco Children's Medical Services: 1(628) 217-6700
EPSDT services are available to children with Medi-Cal under age 21.
Some of these are:
• Routine well child visits
• Diagnosis and medical care for people with certain health issues
• Private duty nursing
• Physical, occupational, and speech therapies

**First 5 California (California Children and Families Commission)**
1(628) 652-7000
first5sf.org
First 5 California is dedicated to improving the lives of California’s children ages 0-5 years, and their households. It does this through education, health services, childcare, and other key programs.
First 5 California supports early education, healthcare for children, systems change, and family support.
You can find the First 5 California Kit for New Parents at apps.cccf.ca.gov/First5ParentingKits or by calling 1(916) 263-1050.

Please contact SFHP Customer Service at 1(800) 288-5555 or 1(415) 547-7800.
TDD/TTY Customer Service 1(888) 883-7347. Monday through Friday 8:30am to 5:30pm.
For Crisis Services:
• Crisis services for people under 18, call Comprehensive Child Crisis Services.
They can help 24/7. Call 1(415) 970-3800.
• For crisis services for people 18 years old and over, call the Mobile Crisis Unit at 1(415) 970-4000.

VISION BENEFITS
SFHP does not offer vision coverage. Below are some places to call to learn about vision care.

VSP Vision Care
1(800) 877-7195
tsp.com
People who have VSP can get eye exams through VSP. Frames and lenses are covered for members 21 years and younger.

LIVING ASSISTANCE SERVICES
Department of Aging and Adult Services (DAAS) Intake Center
1(415) 355-6700 or 1(800) 510-2020
TDD/TTY 1(415) 355-6756
sfhsa.org/about/departments/department-disability-and-aging-services-das
Intake Care gives 24-hour care for older adults and adults with disabilities, caregivers, and community-based groups.
The intake program also makes referrals for:
• Adult Protective Services
• In-Home Supportive Services
• Home delivered meals for seniors (60+ years)
• The Community Living Fund

DENTAL SERVICES
SFHP does not offer dental coverage. Below are some places to call to learn about dental care.

• Medi-Cal:
  Denti-Cal (20 years old and under)
  1(800) 322-6384

• Healthy Workers HMO:
  (In-Home Supportive Services members only):
  Liberty Dental Plan
  1(888) 703-6999

SPECIALTY MENTAL HEALTH BENEFITS
San Francisco Behavioral Health Services (SFBHS)
Access Hotline:
1(888) 246-3333
sfdph.org
SFBHS services include assessment, diagnosis, and treatment for mental health and/or substance abuse problems.

Asking for Services:
You can get a list of clinics by calling 1(415) 255-3737.

Vaccine Information Statements (VIS)
VIS are fact sheets made by the Centers for Disease Control and Prevention (CDC) that explain both the benefits and risks of vaccines.
Federal law says that the most up-to-date VIS must be given to and read by the patient or the parent/legal representative before giving any vaccine.

To download the newest VIS:
cdc.gov/vaccines/pubs/vis

Women, Infants and Children (WIC) Supplemental Nutrition Program
1(415) 575-5788
sfdph.org
WIC serves pregnant or breastfeeding people, people who have recently given birth, and children under 5. Services include:
• Free food vouchers
• Nutritional counseling
• Breastfeeding support
services like in-home support and residential board and care for those who are frail.

**Community-Based Adult Services (CBAS)**
1(415) 547-7818 ext. 7084

CBAS gives long-term community-based care for frail elders and adults with disabilities who have Medi-Cal. This care happens at nine CBAS centers.

Basic CBAS benefits include:
- Help with nutrition
- Nursing care
- Therapeutic activities (like physical therapy and social therapy)
- Social services
- Personal care
- Group and individual events

**Early Start Program (Part of Golden Gate Regional Center)**
1(415) 546-9222
ggrc.org

The Early Start program serves children under age 3 who have developmental delays. These delays may be mental, physical (motor, eyesight, and hearing), communication, social/emotional, and adaptive.

The program gives a wide range of services, like speech and hearing evaluations and care.

**Genetically Handicapped Persons Program (GHPP)**
1(213) 897-3574
Email: GHPPEligibility@dhcs.ca.gov
dhcs.ca.gov

GHPP arranges care and pays health care costs for eligible people over age 20 with certain diseases. These include genetically passed diseases like hemophilia and sickle cell disease, and metabolic problems like phenylketonuria (PKU).

**Golden Gate Regional Center (GGRC)**
1(415) 546-9222
ggrc.org

GGRC serves the needs of eligible people with developmental disabilities. GGRC gives home and community-based services for people with a developmental disability diagnosed before the age of 18 that is likely to last for a long time.
You can get adaptive aids in person or online at adaptations.org. Products available include:
- Talking watches and clocks
- Magnifiers
- Video magnifiers
- White canes
- And more

**Video Relay Services**
1(866) 756-6729
sorensonvrs.com/contact_customer_service

Services such as Video Relay Services help communication between people who use sign language and non-signers. The first person signs with the translator using video. Then the translator passes along the message to the non-signer by voice.

**STI Testing**
1(415) 487-5500
sfcityclinic.org

San Francisco City Clinic provides confidential Sexually Transmitted Infection prevention, screening, diagnosis, treatment, and counseling. All people 12 years and older can get STI testing without disclosure or consent from a parent.

**Tuberculosis Directly Observed Therapy (DOT) Assistance Program**
1(628) 206-8524

The Department of Public Health’s TB Control Unit provides consultation, testing and evaluation. TB DOT staff observe patients taking prescribed tuberculosis medication. If needed, they will deliver the medication to any place.

**HIV Counseling, Education, and Testing**
1(415) 487-5500
sfcityclinic.org

San Francisco City Clinic gives private HIV counseling, education, testing, and follow-up care. People under age 21 who are confirmed HIV positive may be able to use CCS.

**HIV/AIDS Waiver Program**
West Side Community Services:
1(415) 355-0311
westside-health.org

This program gives people on Medi-Cal with a written diagnosis of symptomatic HIV or AIDS:
- Case management
- In-home skilled nursing
- Home-delivered meals
- Non-emergency transportation

To qualify, you cannot be in the Medi-Cal hospice or the AIDS Case Management Program at the same time.

**Independent Living Resource Center (ILRCSF)**
1(415) 543-6222
ilrcsf.org

Independent Living Resource Center (ILRCSF) is a disability rights advocacy and support group serving people with all disabilities.

Programs and care include:
- Information and referrals
- Assistive technology education and support
- Peer counseling
- Housing counseling
- Benefits and job planning
- Individual support
- Benefits eligibility
- Transitioning from institutional living
- Self-support training

**Lighthouse for the Blind and Visually Impaired**
1(415) 431-1481 or
TDD/TTY: 1(415) 431-4572
lighthouse-sf.org

Lighthouse provides services for people with eyesight loss or impairment.

Care includes:
- Social workers
- Rehab experts who give life skills training (i.e. magnification and lighting to enhance eyesight; going up and down steps and curbs; using public transit; using a cane)
- Access to video magnifiers and audio or Braille books
- Adaptive aids
- Helpers who can help with weekly tasks

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**Access for Infants and Mothers (AIM)**
1(800) 433-2611

AIM offers care to people who are pregnant who qualify. This care may include:
- Prenatal care
- Hospital care
- Preventive care
- Primary care
- Specialty health care

Please contact SFHP Customer Service at 1(800) 288-5555 or 1(415) 547-7800.
TDD/TTY Customer Service 1(888) 883-7347. Monday through Friday 8:30am to 5:30pm.
Every Woman Counts
1(800) 511-2300
dhcs.ca.gov/services/cancer/EWC
Every Woman Counts offers services for breast and cervical cancer to low-income women. These include screening and diagnostic services.

Family PACT
1(916) 650-0414
familypact.org
Family PACT offers confidential comprehensive family planning services. These include:
- STI testing and treatment
- Sterilization
- Pregnancy testing

Healthy Workers HMO
IHSS Public Authority: 1(415) 243-4477
City & County of San Francisco Department of Human Resources: 1(415) 557-4942
Healthy Workers HMO is a health insurance program run by San Francisco Health Plan. It is offered to providers of In-Home Support Services (IHSS) and some temporary, exempt as-needed employees of the City and County of San Francisco.

Healthy San Francisco (HSF)
City Information Line: 311 or 1(415) 615-4555
healthysanfrancisco.org
HSF gives low cost health care services to uninsured people living in San Francisco. It’s a way for uninsured San Franciscans to get basic, ongoing, quality health care.

Medi-Cal
Medi-Cal Health Connections: 1(415) 863-9892
dhcs.ca.gov
Medi-Cal offers comprehensive preventive, primary, and specialty health care including:
- Medical office visits
- Vision care
- Dental care
- Mental health services
- Hospitalizations
- Prescription medications

Medi-Cal Health Care Options (HCO)
English.................1(800) 430-4263
Spanish...............1(800) 430-3003
Cantonese.........1(800) 430-6006
TDD/TTY.............1(800) 430-7077
healthcareoptions.dhcs.ca.gov
Health Care Options gives people with Medi-Cal resources to make choices about Medi-Cal Managed Care.

SAN FRANCISCO HEALTH PLAN
Inclusion of a service in this guide does not guarantee that it is a benefit for San Francisco Health Plan members. For specific information on covered and excluded services, please refer to the SFHP Member Handbook at sfhp.org.

Please contact SFHP Customer Service at 1(800) 288-5555 or 1(415) 547-7800. TDD/TTY Customer Service 1(888) 883-7347. Monday through Friday 8:30am to 5:30pm.