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## Reasons to Choose Us



**SAN FRANCISCO  
HEALTH PLAN™**

*Here for you*

# At San Francisco Health Plan, we are here for you.

**1 Choice of Doctors:** More Medi-Cal members in San Francisco belong to San Francisco Health Plan than any other health plan. With over 2,500 providers, almost every doctor and clinic that accepts Medi-Cal is part of our network. So members can choose to keep seeing the doctors they know and trust.

**2 Our community:** Our doctors, clinics and hospitals are in your neighborhood, close to where you live or work. Whether you are in the city or not, if you have an emergency you can get urgent care. We also provide pharmacy and other medical services throughout the bay area.

**3 Great Customer Service:** SFHP is located in the heart of the city with an enrollment and member service staff ready to assist you, in your language. If you need help finding a doctor, pharmacy, hospital or specialist we will help you find one.

**4 24/7 Nurse Advice Line:** After hours, advice from a trained nurse is a toll-free call away. You can get your health questions answered and instructions if urgent care is needed.

**5 Coordinated Care:** Joining our program means overall coordination of your care with referrals to specialists, advice nurses, customer service and support groups that provide attentive, preventive and follow-up care.

For more information call

**(800) 288-5555** Customer Service  
**(415) 547-7800**

**(888) 883-7347** TTY/TDD (for people who are deaf or hard-of-hearing)

**Phone hours:**

Monday-Friday 8:30am – 5:30pm

**Lobby hours:**

Monday-Friday 8:00am – 5:00pm

To select San Francisco Health Plan as your Medi-Cal health plan, call:

**Health Care Options**

**(800) 430-4263**

**[www.healthcareoptions.dhcs.ca.gov](http://www.healthcareoptions.dhcs.ca.gov)**