



**San Francisco
Health Plan**



Your Guide to Staying Healthy at Any Age



Call your primary care provider* (PCP)
if you have questions about your health

A primary care provider is the doctor, nurse practitioner,
or physician assistant who is in charge of your health care.

Steps to Take for Good Health



Contact your PCP

if you have any questions about your health.



See a dentist 1–2 times a year

Call Medi-Cal Dental at **1(800) 322-6384** to find one near you.



Get a flu vaccine

each year. You can get a flu vaccine starting in early fall (around September).



Talk with your PCP

about any feelings of sadness, worry, or anger. You can also call for a mental health visit with our partner Caredon Behavioral Health at **1(855) 371-8117**.



Make sure your relationships are healthy

If you feel unsafe or someone in your life threatens or tries to control you, call the 24/7 National Domestic Violence Hotline at **1(800) 799-7233** or TTY **1(800) 787-3224**. Or visit thehotline.org.



As often as you can

Stay active, eat healthy food, lower your stress, get enough sleep daily. See sfhp.org/wellness for tips.

Transportation



If you need help with transportation to your health visits, you can get a ride at no cost. Call SFHP Customer Service at **1(415) 547-7800** for more information.

Adult Sensitive Care

If you are 18 or older, you can go to any Medi-Cal doctor or clinic for private care for:

- Birth control and family planning (including sterilization if you're 21+)
- Pregnancy testing and counseling
- HIV and STI testing, prevention, and treatment
- Sexual assault care
- Outpatient abortion services

You do not need a referral.

Health Visits, Tests, and Vaccines

Your health and well-being are our top priority at San Francisco Health Plan. Below are some of the health visits and tests SFHP covers to support your health. Ask your PCP what tests are right for you and when to get them.

Eye Test

Helps find vision problems early so you can get glasses or other treatments to protect your eyesight

Hearing Test

Checks for hearing loss so you can get help early if needed

Flu Shot

Protects you from getting very sick from the flu

COVID-19 Vaccine

Helps prevent you from getting very sick or spreading COVID-19



Dental Checkups

Catches cavities, gum disease, and other mouth problems before they get worse

Cervical Cancer Test

Finds early signs of cervical cancer so it can be treated before it becomes serious



Sexually transmitted infections (STIs) screening

Helps find and treat infections early to protect your health and the health of others

Hepatitis C (HCV)

Finds liver infections early to prevent liver damage

Hepatitis B Virus (HBV)

Checks for a virus that can hurt your liver and helps you get treatment if needed

Human Papillomavirus (HPV)

Helps find infections that could lead to cervical cancer or other health problems



Cholesterol Check

Finds high cholesterol early to lower your risk of heart disease and stroke

Colorectal (Colon) Cancer Screening

Finds signs of colon cancer early, when it's easier to treat

Breast Cancer Screening (Mammogram)

Finds breast cancer early, when it's easier to treat

Osteoporosis Screening

Checks your bones to see if they are weak and helps prevent fractures

Menopause Care

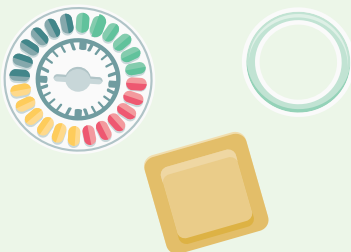
Helps manage symptoms like hot flashes and protects your bone and heart health as your body changes

Birth Control Choices

There are many things to think about when choosing a birth control method. Only you can decide which ones fit your life. Your health provider can help you decide which is best for you. Learn more about all your options with a “Birth Control Methods” fact sheet at sfhp.org/health-ed. Some of the many birth control methods:

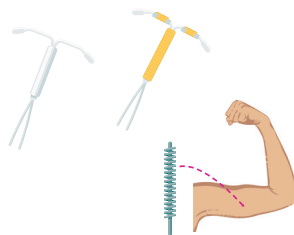
Methods Available with a 1-YEAR SUPPLY

Birth Control Pills, Patches, and Vaginal Rings



Long-Acting Methods

Hormonal IUD, Copper IUD, and Implant



Barrier Methods

Condom, Internal Condom, Diaphragm, Cervical Cap, and Spermicide

Up to 30-day supply with each prescription



You can get birth control or an abortion with SFHP at no cost. If you have any questions or problems getting any of these medications, please call SFHP Customer Service at **1(415) 547-7800**.

What Is Prenatal Care?

Prenatal care is the health care you get while you are pregnant. Getting prenatal care can help you have a healthier baby. It also lowers the risk of your baby being born too early, which can lead to health problems for your baby.

The first three months you are pregnant are very important for you and your baby. Your first visit is a great time to ask questions, learn about healthy eating, and find out how your baby is growing.

You can get routine prenatal care without a referral. Visit a provider as soon as you think that you are pregnant. You can also get prenatal care if you adopted your child.



Schedule a visit with your provider

You will get a \$50 gift card automatically in the mail if you have a prenatal check-up within your first trimester or within 42 days of Medi-Cal enrollment.



What to Expect at Your Prenatal Visit

Your first visit will be longer than the others.

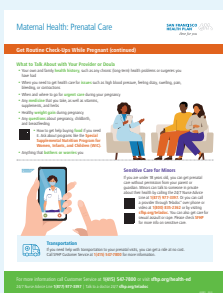
During this visit, your provider will:

- Check your height, weight, and blood pressure
- Order blood tests
- Check your urine
- Tell you how far along you are in your pregnancy
- Ask about you and your family's health history
- Give you a physical exam
- Make your next appointment

You Can Get a Doula at No Cost with Medi-Cal

During prenatal care, your provider can find any health problems that come up. A doula is a health worker who can give you care and support while you are pregnant.

To learn more about getting a doula, call SFHP Customer Service at **1(415) 547-7800**.



See the “Maternal Health: Prenatal Care” fact sheet to learn more about prenatal care.



Doula Benefit

What Is a Doula?

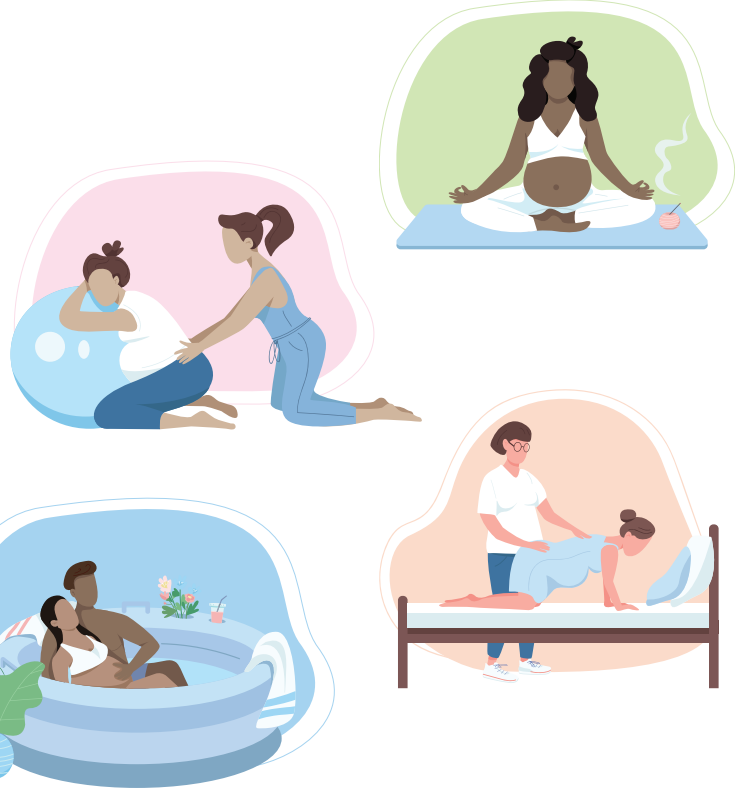
The California Department of Healthcare Services (DHCS) defines doulas as birth workers. Doulas support people before, during, and after pregnancy. Doulas are not licensed, and they do not require supervision.

Doulas can help you:

- Talk about your health care with your providers
- Get health education
- Get physical, emotional, and other support that is not medical
- Get support during a miscarriage, stillbirth, and abortion

You may have a doula at any setting such as:

- Your home
- An office visit
- A hospital
- A birth center



You can reach out to an SFHP doula directly for care. To find an SFHP doula, follow these steps:

1. Go to **sfhp.org** and click “Find a Doctor”
2. Click the “Search” button at the top of the page
3. Click “Provider Category” on the right side of the screen and select “DOULA” from the drop-down menu
4. Click the “Search” button above “Provider Category” to see our list of SFHP doulas

SFHP aims to have a diverse group of doulas who can reflect your culture and can serve your needs.

As of January 1, 2023, doula services are a covered Medi-Cal benefit. You can now get support from a doula (birth worker) at no cost.

What Doula Services Are Covered?

- First checkup (1 visit)
- Up to 8 more visits before, during, or after pregnancy
- Support during labor and birth, stillbirth, abortion, or miscarriage
- Up to 2 sets of 3-hour visits after the end of a pregnancy

You can only get doula services during:

- Pregnancy
- Labor and birth, including stillbirth
- Miscarriage
- Abortion
- Within 1 year of the end of your pregnancy



Who do I contact if I want to learn more about this benefit?

Call SFHP Customer Service at **1(800) 288-5555, 1(415) 547-7800** or **711** (TTY).

What Is Postpartum Care?

The Postpartum Period is the time after you give birth. This period usually lasts 6 to 8 weeks but can last up to 1 year. You may feel changes in your body, activities, and diet. It is important to stay aware of your body and mental health during this time. You know your body best. If there is something that is unusual or worrying you, talk with your provider.

Some Topics You Can Talk About with Your Provider

- Breastfeeding
- Postpartum depression
- Jaundice (yellow color in eyes, skin, and urine)
- Vaccines
- Newborn tests
- Child development



Schedule a visit with your doctor

You will get a \$50 gift card automatically in the mail if you have a postpartum health visit within 2–12 weeks after pregnancy.



After the Baby Is Born

You can get Medi-Cal benefits for 12 months after your pregnancy, no matter the outcome of your pregnancy.

At a postpartum health visit, your health provider will check that your body is healing well after giving birth.

If you feel empty, detached, or sad all or most of the time for longer than 2 weeks during or after pregnancy, reach out to your PCP or call Caredon Behavioral Health at **1(855) 371-8117** for a mental health visit. You do not need a referral for mental health care.



See the “Maternal Health: Postpartum Care” fact sheet to learn more about postpartum care.



Visit sfhp.org/wellness for more tools to help you stay healthy. Some of these are health tips, workout classes, groups for managing health problems, and support for quitting smoking.