



Healthy Lives for Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual People, and More

Members of the LGBTQIA+ communities, just like other groups, have distinct health concerns. Some of the health issues that affect all people can affect LGBTQIA+ people differently. You can get the support you need from one of the many LGBTQIA+ friendly providers in San Francisco. You may find a primary care provider* (PCP) at sfhp.org.



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



What Should I Talk About with My Health Care Provider?



There are some health topics that are good to talk about with your health care provider, such as:

- Your health history
- Eating healthy
- Physical activity
- Heart health
- Cancer screenings
- Substance use (drugs, alcohol, tobacco-cigarettes, and vaping)
- Mental health and managing stress
- Hormone Replacement Therapy (HRT) and surgery
- Partner or family violence
- Privacy as an adult or as a minor
- Safer sex and sexually transmitted infection (STI) concerns



Find wellness classes and health education fact sheets at sfhp.org/health-ed to learn more about each topic.



Visit cdc.gov/lgbthealth to learn more about LGBTQIA+ health.

Support from San Francisco Health Plan



SFHP follows the World Professional Association for Transgender Health *Standards of Care* version 8 (WPATH SOC-8) for gender affirming care. As an SFHP member, you can get many services to support your health. Check your **Summary of Benefits** for the care you may need.



Gender Affirming Care

SFHP covers all medically necessary gender affirming surgical and non-surgical services, such as:

- Hormone Replacement Therapy (HRT)
- Mental and behavioral health care
- Pre-Exposure Prophylaxis (PrEP)
- STI testing and treatment
- Surgical and non-surgical medical care, such as voice modification, chest reconstruction, and vaginoplasty

Talk with your PCP about gender affirming care and referrals if you need care. Learn more about gender affirming care at sfhp.org.

Mental and Behavioral Health Care



You can get mental health care at no cost with our partner Carelon Behavioral Health. You do not need a referral from a PCP to get mental health care. Call Carelon at **1(855) 371-8117** or visit carelonbehavioralhealth.com to learn more or make an appointment.

Care Management

SFHP Care Management programs can help you to understand your needs and care plan. If you think you or a family member would benefit from this service, please call **1(415) 615-4515** and speak with our team. This service is free for SFHP members.

Care Management programs can help you:

- Find a PCP
- Learn how to manage any health concerns
- Get referrals to support in the community, such as food, mental health care, or housing
- Work with a nurse to get ready for your next health visit
- Work with your care team to better understand your medications
- Work with your care team to help you get connected with specialty care or medical equipment



Support from San Francisco Health Plan (continued)

Getting to Your Appointment



If you don't have a way to get to your appointments, SFHP can help get transportation for you. You may get this service at no cost. This service is called "medical transportation" and is **not** for emergencies. If you are having an emergency, call **911**.

Go to the section "Transportation benefits for situations that are not emergencies" in your Member Handbook for more information.

Sensitive Services

For Adults 18 Years and Older

As an adult, you may not want to go to your PCP for certain sensitive or private care. If so, you may choose any doctor or clinic for the following types of care:

- Family planning and birth control (including sterilization for adults 21 and older)
- Pregnancy testing and counseling
- HIV/AIDS prevention and testing
- STI prevention, testing, and treatment
- Sexual assault care
- Outpatient abortion services

The doctor or clinic does not have to be part of the SFHP network. You can choose any Medi-Cal provider and go to them without a referral or pre-approval (prior authorization) for these services.



To learn more, you can call **1(800) 288-5555** (TTY **1(888) 883-7347** or **711**). You may also call the 24/7 SFHP Nurse Advice Line at **1(877) 977-3397**. Or you can call Teladoc® by phone or video to speak with a doctor at **1(800) 835-2362**, or visit **sfhp.org/teladoc**.



Sensitive Services (continued)

For Minors Under 18 Years Old

If you are a minor, you can get some services from SFHP without a parent or guardian's permission. These are called minor consent services. **You may get these types of care without your parent or guardian's permission:**

- Sexual assault services, including care for rape and mental health care
- Pregnancy
- Family planning and birth control
- Abortion services

If you are 12 years old or older, you may also get these services without your parent or guardian's permission:

- Mental health care for:
 - Sexual assault
 - Incest
 - Physical assault
 - Child abuse
 - When you have thoughts of hurting yourself or others
- HIV/AIDS prevention, testing, and treatment
- STI prevention, testing, and treatment
- Substance use disorder treatment



Learn more about sensitive services with your Member Handbook at sfhp.org.



You can talk to a health expert in private about any health concerns by calling the 24/7 Nurse Advice Line at **1(877) 977-3397**. Or you can call 24/7 Teladoc for a phone or video call with a doctor at **1(800) 835-2364**, or visit sfhp.org/teladoc at no cost.



LGBTQIA+ Youth and Young Adults

Exploring your sexual orientation, gender identity, and health can bring up a lot of feelings and questions. You can find support with your PCP and many other organizations in San Francisco.

Remember:

- **Everything you tell your PCP is confidential.** Your privacy is protected by law. Your PCP can help you with any questions you have or connect you to support groups nearby.**
- **You are not alone.** If you don't understand something, ask again. Our staff can help you find an organization nearby that can give you social support if you feel lonely.
- **There are people who want to support and celebrate with you.** If you need to talk to someone right away, you can talk, text, or chat online with a trained counselor from the Trevor Project. Call **1(866) 488-7386**, text START to **678678**, or chat online at **thetrevorproject.org**.



*** There are some legal exceptions, such as if you share you are planning on hurting yourself or others.*



Other places you can get help in San Francisco:



3rd Street Youth Center and Clinic
3rdstyouth.org



Dimensions Clinic
dimensionsclinic.org



Homeless Youth Alliance
homelessyouthalliance.org



Larkin Street Youth Center
larkinstreetyouth.org

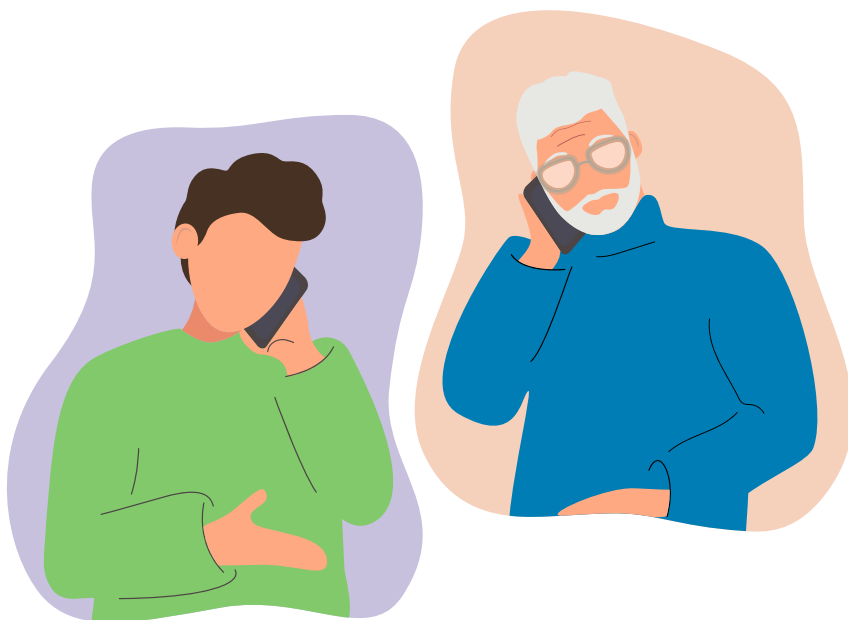


Lavender Youth Recreation and Information Center (LYRIC)
lyric.org

How to Support Your LGBTQIA+ Child, Grandchild, or Loved One

When a loved one comes out, you may have different reactions, from “How can I support my child?” to “How do I handle this?” Here are some tips for supporting your LGBTQIA+ child or loved one:

- **Listen with care.** Give your loved one opportunities to share their thoughts and feelings. Try asking an open-ended question such as “How did things go at school/work/church today?”
- **Show support.** Try speaking well about an LGBTQIA+ person you know, or a character from a movie or TV show; share something new you learned about gender or sexual diversity; reflect out loud about LGBTQIA+ issues in the news. Small hints show your loved ones that you understand and are supportive.
- **Respect your loved one’s identity.** Use their preferred name and pronouns and remind others to do the same.



- **Learn the terms.** What is sexual orientation? What does it mean to be “bisexual”?
Learning the terms can help to start conversations. It’s okay to make mistakes.
Visit pflag.org/glossary to get started.



Learn more about how to support your loved ones with Parents and Friends of Lesbians and Gays (PFLAG) at pflag.org. You can also get info about supporting your transgender loved ones.

LGBTQIA+ Health Resources in San Francisco

San Francisco is home to many LGBTQIA+ resources and support groups. See below for local and national resources and support groups.



California Department of Public Health
cdph.ca.gov/Programs



Community United Against Violence
cuav.org



DPH Transgender Clinic
sfdph.org/dph/comupg/oservices/medSvs/hlthCtrs/TransgenderHlthCtrInfo.asp



El/La Para Trans Latinas
ellaparatranslatinas.org



Gender Health SF
sfdph.org/dph/comupg/oprograms/THS/default2.asp



Guaranteed Income Program for Transgender SF Residents
giftincome.org



Lyon-Martin Community Health Services
lyon-martin.org



Queer LifeSpace
queerlifespace.org



San Francisco AIDS Foundation
sfaf.org



San Francisco Department of Public Health Transgender Community Services
sf.gov/get-transgender-community-services



San Francisco LGBT Center
sfcenter.org



St. James Infirmary
stjamesinfirmary.org



TRANS:THRIVE at SF Community Health Center
sfcommunityhealth.org/program/trans-thrive



Transgender Mental Health
sf.gov/information/transgender-mental-health



UCSF LGBT Resource Center
lgbt.ucsf.edu



UCSF Transgender Resource Guide
prevention.ucsf.edu/transguide

National LGBTQIA+ Health Resources



988 Suicide and Crisis Lifeline
988lifeline.org



CDC LGBT Health
cdc.gov/lgbthealth



Lavender Phoenix
(for LGBTQIA+ Asian Pacific Islanders)
lavenderphoenix.org



LGBT National Help Center
glbthotline.org



National Center for Lesbian Rights
nclrights.org



National Domestic Violence Hotline
thehotline.org



National LGBT Cancer Network
cancer-network.org



The Network La Red
tnlr.org



Trans Lifeline
translifeline.org

For more information call Customer Service at **1(415) 547-7800** or visit sfhp.org/health-ed
24/7 Nurse Advice Line **1(877) 977-3397** | Talk to a doctor 24/7 sfhp.org/teladoc