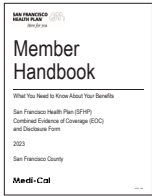


September 15, 2023

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.



Provider Directory

Listing of doctors, behavioral health professionals, 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



County Medi-Cal Office

For questions about Medi-Cal eligibility or to report a change of address, phone number, or last name.
1(415) 558-4700



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.



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



Behavioral Health Care

Carelon Behavioral Health
1(855) 371-8117



Eye Exam

VSP Vision Care
1(800) 877-7195



Dental Care

Medi-Cal Dental
1(800) 322-6384

If you have any questions, please call us at **1(800) 288-5555** (toll-free), **1(415) 547-7800** (local), or **1(888) 883-7347** (TTY), 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