



Medi-Cal Member Guidebook



Current as of October 2025



Welcome to SFHP!

We're glad to have you with us.

Since 1994, San Francisco Health Plan (SFHP) has been providing quality, affordable health care for San Franciscans. We're a local health plan that's designed by and for our community. With our providers and community partners, we're committed to getting you the care you need, when you need it.

Thank you for being part of this journey with us.

A handwritten signature in blue ink, reading "Yolanda R. Richardson".

Yolanda R. Richardson
Chief Executive Officer
San Francisco Health Plan



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Access SFHP

As a member of San Francisco Health Plan (SFHP), your health is important to us.

We are here to help you get your care and member benefits. If you have questions about your health care benefits or need help getting services, use the member resources in this section to get the help and information you need.





Find Member Information and Resources

Customer Service

Our SFHP Customer Service team speaks many languages and can help you in the language you need and prefer to speak. They can help you get written materials in the language you need at no cost to you. SFHP Customer Service can also answer questions about your benefits and health services, and help with any problem you have.

Call **1(415) 547-7800, 1(800) 288-5555** (toll-free),
or **711** (TTY), Monday–Friday, 8:00am–5:00pm.

 **1(415) 547-7800**

Never send your personal health information in an email. You can call us to get help over the phone.

Our Website – sfhp.org



Our mobile-friendly website has information and tools to help you:

- Find a primary care provider (PCP)
- Get health tips and information
- Learn more about your benefits
- File a complaint or report a problem
- Download member materials
- And more



sfhp.org





SFHP Member Portal

Sign up for our safe and secure Member Portal to view your health information from anywhere.

In the Member Portal you can:

- View your Member ID Card, ask for a new one, print a temporary card, or save it on your phone
- Change your primary care provider (PCP)
- See your health history
- Learn about your medications and if they are safe to take with other medications
- Get health tips and information
- Download member materials
- Search for providers who speak your language
- And more



sfhp.org/member-portal





Your Member Materials

Your member materials can help you learn about your benefits, how to get care, and find providers.

Use your Member Handbook to:

- Learn about Medi-Cal benefits and services
- Find out how to contact the providers you need
- Learn how to get care for your child

If you are 65 or older, or have a disability, you received a Provider Directory and Drug Formulary in the mail.

Use your Provider Directory to find in-network:

- Doctors
- Specialists
- Clinics
- Hospitals
- And more

You can always find the latest version of the Member Handbook, Provider Directory, Drug Formulary, and other member materials on our website or Member Portal. To get a printed version of member materials mailed to you, call SFHP Customer Service.



sfhp.org/member-materials





Your ID Cards

SFHP Member ID Card

You should have received a SFHP Member ID Card in the mail. Your ID Card lets health care providers know that you are a member of SFHP.

Front of card

SAN FRANCISCO HEALTH PLAN  Member ID #: **12345678901**
Member CIN #: **123456789**
DOB: **26-Jan-74** Language: **English**
Medical Group: **Brown & Toland Physicians**
Hospital: **CPMC Mission Bernal Campus**
PAT LEE
Program: **Medi-Cal** **sfhp.org**
Clinic: **Mission Neighborhood Health Center**
Primary Care Provider (PCP): **Valerie D Mejia MD**
PCP Address: **240 Shotwell Street, San Francisco, CA 94110**
PCP Phone #: 1(415) 547-7800
Show this ID card when you visit the doctor, hospital, or pharmacy.
CO-PAYMENTS: **NONE**

Member ID number and CIN number

Your network hospital

Name, address, and phone number of your primary care provider (PCP)*

Your PCP may be a person or a health clinic, depending on your PCP choice or assignment.

Your ID Card has helpful information, like who to call for after-hours phone care, vision care, dental care, mental health care, and more.

Back of card

MEMBER INFORMATION	PROVIDER USE
1(415) 547-7800 SFHP Customer Service 1(800) 288-5555 (toll-free) 1(800) 835-2362 Teladoc 24/7 Phone or teladoc.com/sfhp Video Doctor Visits 1(800) 877-7195 Vision Care 1(800) 322-6384 Dental Care 1(855) 371-8117 Mental Health Care and Autism Treatment 1(415) 547-7830 TTY for the Deaf In case of emergency, call 911	This card does not guarantee eligibility for services. Please check for eligibility. Member has the right to an interpreter at every medical visit at no charge. Eligibility: 1(415) 547-7810 sfhp.org/providers Authorizations: 1(415) 547-7818 ext. 7080 sfhp.org/providers Notify plan prior to post-stabilization care at 1(415) 615-4525 Medi-Cal Rx: Medi-CalRx.dhcs.ca.gov Pharmacy BIN#: 022659 PCN#: 6334225
ER services are covered at no cost to you. ER services outside of San Francisco are also covered. No prior authorization is needed. Pharmacy Benefit is not managed by SFHP. Contact Medi-Cal Rx: 1(800) 977-2273	

Always keep your ID Card with you.

When you get your ID Card, check to make sure the information is correct. You can get a new ID Card mailed to you at no charge if:

- Your information is incorrect
- You change your PCP or your address
- Your card is lost or stolen
- You change other information

If your Medical Group is SFHP Direct Network (SDN), you will not see a PCP name and phone number on your ID Card.

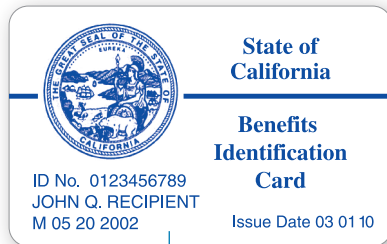
If you haven't received your ID Card, or you need a new one, **call Customer Service** or **use the Member Portal** to ask for a new card.

Medi-Cal BIC Card

You will also get a Benefits Identification Card (BIC) or Medi-Cal Card from the State of California. You may need to show your BIC card for some services. If you have questions about your BIC card or need a new one, call San Francisco Human Services Agency at **1(855) 355-5757**.



“Poppy” design
Issued starting September 2016



“Blue and White” design
Issued before September 2016

Get Needed Care

SFHP is committed to providing you with the best care possible so you can lead a healthy and active life. We're here to help you find the providers and specialists you need, and get timely, quality care.

Visit our website to find out how to get the care you need, who to contact, and how long it takes to get an appointment.



sfhp.org/get-care-now





How SFHP Provides the Best Care for You

SFHP is a managed care plan. This means your primary care provider (PCP), clinic, hospital, and specialists work together to give you quality care.

Here are a few ways we provide you with the best health care experience:

We share information that is relevant to your care with your doctors and specialists to help you get the best overall treatment.

You can choose your PCP or clinic.

You can go to free health classes to learn about quitting smoking, diabetes, parenting, controlling asthma, women's health, and more.

You can get care in the language that you understand.

Our Care Management team can help you assess your health needs and create a care plan. If you have questions about how our team reviews your needs and the care you get, please call Customer Service.

Our Customer Service team can help you with questions or problems about your benefits and services.

SFHP complies with federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex.



Your Primary Care Provider

Your primary care provider (PCP) is the doctor, clinic, nurse practitioner, or physician's assistant in charge of your health care. Think of your PCP as a partner in your health journey. They can provide you with the care you need to live a healthy and active life.

When you joined SFHP, you chose a primary care provider (PCP). If you did not choose a PCP when you joined, one was chosen for you. **Your PCP's name, address and phone number are listed on your Member ID Card.** If your medical group is SFHP Direct Network (SDN), you do not have an SFHP-assigned PCP.

Unless it's a health emergency, your PCP is the first person you should call when you need a check-up, want advice for a health problem, or you get sick or hurt.

Visit your PCP to:

- Get routine check-ups and prevent future health issues
- Treat sudden or short-term health problems
- Manage long-term conditions or diseases like diabetes
- And more

You should try to keep the same PCP, whenever possible, so that they get to know your health history and care needs.



Your First Visit with Your PCP

You need to have a check-up visit with your PCP within four months (120 days) of joining SFHP. At your first visit, your PCP may ask questions about your health history, or have you fill out a survey.

Seeing your PCP now will help them get to know you and will help you stay healthy. During this first visit:

- Your PCP will learn about your health needs and risk factors
- You can ask any questions about your physical or mental health
- You and your PCP can build a care plan
- Your PCP can connect you to food, housing, transportation, and more

Don't wait until you feel sick! Seeing your PCP now makes it easier and faster to get care in the future, because they will already know you and have your information.

Ask your new PCP to request copies of your medical records from your previous PCP. You can ask for this at your first visit with your new PCP.

Learn more about how a visit with your PCP can help you at sfhp.org/provider-visits.

 sfhp.org/provider-visits

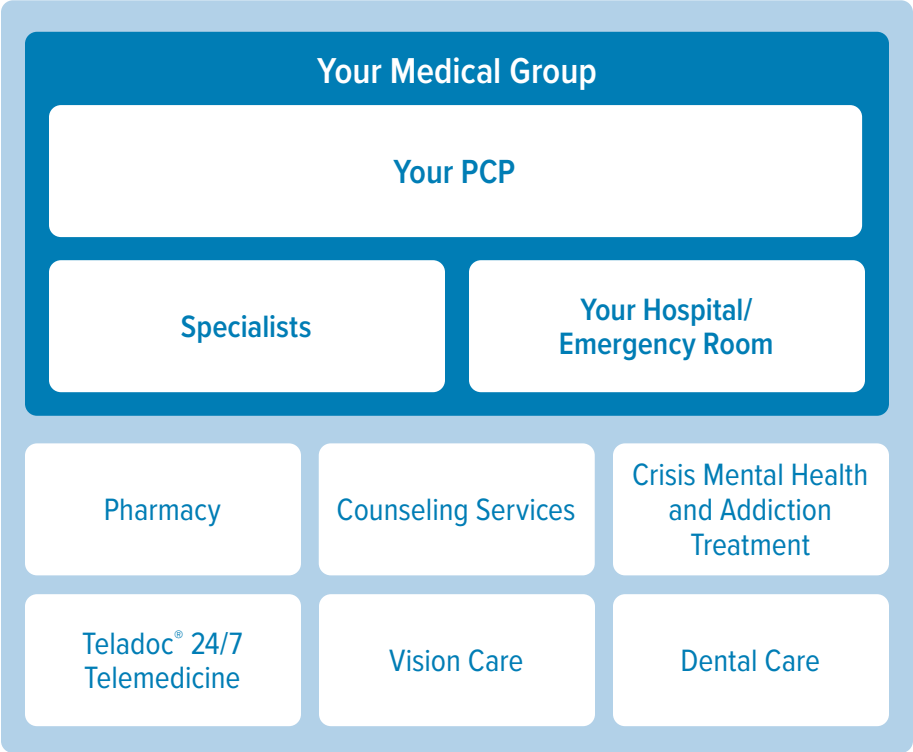


Need language help?

Call your doctor's office before your appointment, so that an interpreter can be arranged before your appointment. You can get an interpreter at no cost to you.



Understand Your Care Network



Your PCP is part of your medical group. Your medical group is made up of other providers who are PCPs and specialists.

When you choose a PCP, you are also choosing the hospital or emergency room where you can get care. If there is a hospital that you prefer to use, please choose a PCP who is part of this hospital.

You can also get care like dental, vision, and mental health support through your network. Check the back of your Member ID Card to see who to call for these services, or visit sfhp.org/your-network.



Changing Your PCP

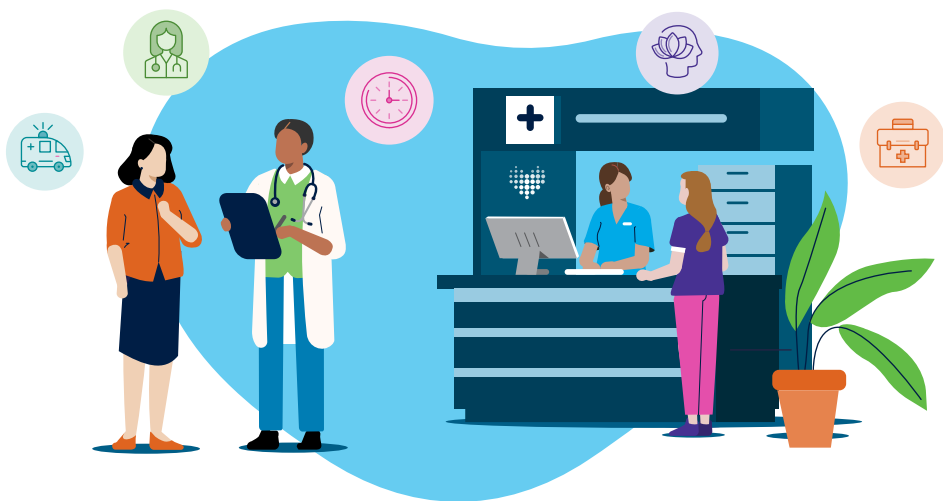
If your PCP is not a good fit for you, you can choose a new PCP in the SFHP Member Portal or by calling SFHP Customer Service. Depending on your age and sex, your PCP can be a general practitioner, OB/GYN, family practitioner, internist, or pediatrician.

Questions to ask when choosing your PCP:

- Is your PCP close to where you live or work?
- Is it easy to visit your PCP's office by car, MUNI, or BART?
- Does your PCP speak your language?
- What does your PCP specialize in treating?
- Does your PCP work with your preferred hospital?

You may also choose a nurse practitioner, certified nurse-midwife, or physician assistant as your PCP.

You can choose a new PCP or find providers in your network online or by using the Provider Directory. To search for doctors, specialists, clinics, and hospitals online, visit our website at sfhp.org and click on the “Find a Doctor” button.



Visiting Your Primary Care Provider



Making an Appointment

To make an appointment, call your PCP or clinic. The phone number is on your Member ID Card. If you need help, call SFHP Customer Service. Don't forget to call the doctor's office or clinic if you need to cancel or reschedule your appointment.

If English is not your main language, ask for an interpreter before your appointment. It will be of no cost to you. The interpreter can join you in person or over the phone.

For care that is not urgent, you can usually get an appointment with your PCP in 10 business days or less.

Learn more about usual wait times for appointments at sfhp.org/get-care-now.



Be Prepared for Your Visit

To make the most of your PCP visit, plan ahead:

- Write down your questions so you won't forget them.
- If you need an interpreter, ask your provider office or medical group to arrange for Interpreter Services before your appointment.
- Bring a list of the medicines and vitamins you take.
- Bring a list of any health problems that you or your family members have.
- Bring your immunization records (the list of dates when shots were given to prevent diseases). This is usually on a yellow card given to you by the doctor's office, clinic, or school where the shots were given.
- Bring your Member ID Card and your Medi-Cal Benefits Identification Card (BIC).



Routine Check-Ups

Going to your PCP for routine check-ups is an important part of staying healthy. During your visit, your PCP may:

- Get to know your health needs and medical history
- Talk about any health or substance use problems you may have
- Check for hidden health problems, such as high cholesterol or high blood pressure
- Review the medicines and vitamins you are taking
- Decide if you need any vaccines (shots)
- Decide if you need other services such as specialty care
- Help you find a mental health provider if needed



sfhp.org/get-care-now





Get Preventive Care

Preventive care benefits like vaccinations, routine check-ups, and eye and vision exams help keep you healthy and find health problems before they get worse.

Preventive care can also help you:

- Avoid getting sick with serious health problems like diabetes, heart disease, and cancer
- Manage health problems you already have
- Stay active and fit

Getting preventive care with SFHP is easy. Just call your PCP to make an appointment. You can find the name, address, and phone number of your PCP on your Member ID Card.



SFHP covers many preventive services at no cost to you. These services include:

- | | |
|--------------------------------|---------------------|
| ■ Behavioral Health | ■ Prenatal Care |
| ■ Check-Ups | ■ Vaccines |
| ■ Dental Care | ■ Vision Care |
| ■ Health Education and Classes | ■ Well-Child Visits |



sfhp.org/preventive-care-benefits





Visit a Specialist

You can visit a specialist if you need expert care for a specific health problem. Specialists are surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who work in one area of health care. Your PCP may refer you to a specialist if you need expert advice or treatment for a specific problem.

Your PCP can refer you to the right specialist in your medical group. You will need a referral from your PCP in order to see a specialist.

You may need to visit a specialist if you have certain conditions, such as:

- Asthma
- Diabetes
- Heart problems

For care that is not urgent, the usual wait time for an appointment with a specialist is 15 business days or less.

Contact your PCP to find out which type of specialists you may need to see. Your PCP's phone number is listed on your ID Card. If you need help finding their number, call SFHP Customer Service to get help.



sfhp.org/specialists





Find Behavioral and Mental Health Care

Mental health issues like anxiety, depression, and behavioral health problems are common and affect many people. Most people get better with treatment. Treatment may be medicine, counseling, or talking with a behavioral health specialist.

SFHP works with Carelon Behavioral Health to provide mental health services and treatment. You may be able to get mental health services at your health clinic. You can also get outpatient mental health services at no cost with SFHP. Talk with your PCP if you have mental health issues.

Carelon offers many mental health services, including:

- One-on-one and group mental health screening and treatment (psychotherapy)
- Psychological testing to check your mental health condition
- Lab work, drugs, and supplies
- Psychiatric assessment and medicine if needed
- Screening, counseling, and referral to more treatment

You do not need a referral to get mental health services. You can call Carelon Behavioral Health to learn more or get an appointment at **1(855) 371-8117** or visit **[carelonbehavioralhealth.com](https://www.carelonbehavioralhealth.com)**.



[carelonbehavioralhealth.com](https://www.carelonbehavioralhealth.com)



Specialty Mental Health Services

Specialty mental health services include outpatient and inpatient services to treat serious mental health conditions and substance abuse. Specialty mental health services are provided by San Francisco Behavioral Health Services (SFBHS). Call SFBHS at **1(415) 255-3737** or **1(888) 246-3333** (toll-free) or **1(888) 484-7200** (TTY), 24 hours a day, 7 days a week.

If you are not sure how serious your mental health condition is, call Carelon Behavioral Health at **1(855) 371-8117** (toll-free) or **1(800) 735-2929** (TTY), 24 hours a day, 7 days a week.



sfhp.org/mental-health





Get Care Any Time

Urgent Care

You can get urgent care when you need to be seen by a provider right away.

Some examples of when to get urgent care include:

- When you have a cold, flu, or fever
- If you have an infection (skin, eye, ear, etc.)
- If you have stomach problems (pain, vomiting, diarrhea)

You should be able to get an appointment within:

- 48 hours for urgent appointments with your PCP
- 96 hours for urgent appointments with a specialist

To find an urgent care center in your network, visit **sfhp.org/urgent-care**.



sfhp.org/urgent-care



Emergency Care

Visit a hospital emergency room only if you have a medical emergency.

Some examples of medical emergencies include:

- If you have hard time breathing and/or shortness of breath
- If you have chest or upper stomach pain or feel pressure in your chest
- If you have sudden numbness or weakness in the face, arm, or leg

If you think your health issue is life-threatening or will get worse on the way to the hospital, call **911** for help.



911

Talk to a Doctor 24/7 with Teladoc®

Your PCP should always be your first call when you need care. If your PCP is not available, you can use Teladoc to call a provider by phone or video 24/7 and get care for simple, non-emergency health problems.

Some examples of when to use Teladoc include:

- When you have a cold or flu
- If you have joint aches and pain
- When you have skin concerns

For help with these and similar issues, visit **sfhp.org/teladoc** or call Teladoc at **1(800) 835-2362**.



 **sfhp.org/teladoc**



Nurse Advice Line

The Nurse Advice Line is a great resource for members looking for after-hours care, quick advice for dealing with symptoms, and more. You can talk to a nurse 24/7.

Some examples of when to use the Nurse Advice Line include:

- If you or your child are sick, and you can't get an appointment with your PCP
- If you are not sure if you should go to the emergency room
- If you have questions on how to start feeling better at home

 **1(877) 977-3397**



More Support for Your Care Needs

Your health care needs go beyond preventive and emergency care—and so do our benefits. SFHP offers a full benefit package to make sure members can get the wide range of care they need. Below are other services that are often covered by Medi-Cal:

- Acupuncture
- Chiropractic services
- Community health worker services
- Community Supports
- Dental care (provided by Medi-Cal Dental)
- Dialysis services
- Diabetes Prevention Program (DPP)
- Enhanced care management
- Family planning
- Home health care
- Hospice and palliative care
- Occupational and physical therapy
- Pediatric services
- Pharmacy (outpatient prescription drugs provided by Medi-Cal Rx)
- Reproductive health care
- Skilled nursing care
- Street medicine
- Transgender services
- Transportation
- Vision care (provided by VSP Vision Care)
- X-rays

In some cases, there are limits on services and you may need a referral. For a complete list of covered benefits, limits, co-payments, and non-covered services, please refer to your Member Handbook or call SFHP Customer Service.



sfhp.org/benefits





Vision Services with VSP Vision Care

Whether you have noticed changes in your vision or just need a routine check-up, you can get quality vision care through VSP Vision Care (VSP). Routine eye check-ups are an important way to prevent vision loss and find symptoms of health problems before they get worse.

With VSP, you can keep your vision healthy with benefits like:

- One routine eye exam every 24 months. For members with conditions like diabetes, more frequent eye exams may be needed
- Eyeglasses (frames and lenses covered)
- Medically necessary contact lenses for conditions like aphakia, aniridia, and keratoconus
- And more

SFHP may need to pre-approve (prior authorization) certain vision services.

Who to See for Vision Care?

Depending on your vision care needs, you may need to see an **optometrist** or **ophthalmologist**:

Optometrists (ODs) are not medical doctors. They can help you with basic eye health, routine exams, and glasses or contact lenses. To find an optometrist, visit **vsp.com** or call **1(800) 438-4560**. **Make sure to mention you are a VSP member.**

Ophthalmologists are medical doctors who can do eye surgery and treat complex eye health conditions like cataracts. Talk to your PCP to see if you need to visit an ophthalmologist for your eye health.

To learn more about vision benefits for adults and children, and how to schedule a visit through VSP, visit **sfhp.org/vision**.



sfhp.org/vision





Medi-Cal Dental Services

Dental services are provided by Medi-Cal Dental. Medi-Cal Dental covers a variety of dental services for Medi-Cal beneficiaries, such as:

- Exams, cleanings, and X-rays
- Scaling and root planing
- Emergency services for pain control
- Complete and partial dentures
- Tooth extractions
- Orthodontics for children who qualify
- Fillings
- Topical fluoride
- Root canal treatments
- Crowns

If you have any questions or need help finding a dentist, call Medi-Cal Dental Customer Service at **1(800) 322-6384** or visit **smilecalifornia.org**.



sfhp.org/dental



Pharmacy Services

Prescription drugs and medications from a pharmacy are covered by Medi-Cal Rx, not SFHP.

Some drugs given to you by a provider in an office or clinic may be covered by SFHP.

To find out if a drug is covered, or to find a pharmacy near you, visit **medi-calrx.dhcs.ca.gov** or call Medi-Cal Rx at **1(800) 977-2273** (TTY **1(800) 977-2273** and press **5**, or **711**).



medi-calrx.dhcs.ca.gov



Transportation

SFHP partners with Modivcare to arrange rides to and from Medi-Cal covered services at no cost to you. Medi-Cal covered services are:

- Health visits for medical, dental, mental health, and substance use care
- Picking up medical supplies or prescription drugs from the pharmacy

SFHP covers two types of transportation:

- Non-Emergency Medical Transportation (NEMT) is available when you are not able to use public transportation to get to health visits, and you need medical support from a driver.
- Non-Medical Transportation (NMT) is available when you confirm that you have no other way to get to covered health services, and you do not need medical support from a driver.

To learn how and when to schedule your next ride, visit **sfhp.org/transportation**.



sfhp.org/transportation





Medi-Cal Benefits for You and Your Family



Sexual Health Care

Sexual health care can help you have safe and healthy sex.

Taking care of your sexual health is important for your overall physical and mental health, and can help you feel more comfortable and prepared for sex.

Covered services include:

- HIV/AIDS prevention and testing
- Sexually transmitted infection (STI) testing and treatment
- HIV Pre-Exposure Prophylaxis (PrEP) & Post-Exposure Prophylaxis (PEP)
- Gender affirming care
- And more

Learn more about available services at sfhp.org/sexual-health.



sfhp.org/sexual-health





Reproductive Health Care

You can go to an obstetrics and gynecology (OB/GYN) or family practice doctor within your medical group for routine and preventive health care services. These services include pelvic exams, pap smears, and breast and gynecological cancer screenings. You do not need a referral from your primary care provider (PCP) for these services. Go to **sfhp.org/reproductive-health** for more information.



Family Planning

Family planning services can help you choose when you will or will not have a child. These services are available to members from any provider who accepts Medi-Cal. You do not need a referral.

Services include:

- Birth control
- Pregnancy testing
- Abortion care
- Sexually transmitted infection testing

Maternity Care

SFHP covers maternity care services including prenatal care, delivery, and postpartum care. This includes breastfeeding education, breast pumps, banked milk, and services from a birthing center, certified nurse-midwife, or licensed midwife.



sfhp.org/reproductive-health



Family Benefits

Doula Services

You can get support from a doula (birth worker) at no cost. Doulas can help you before, during, and after pregnancy. They can provide a source of comfort, support, and guidance throughout your pregnancy journey. 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

Visit **sfhp.org/doula** for more information.

Apply for Coverage for Your New Baby

If you have a baby while you are a member of SFHP, your baby will be covered under your name for the rest of the month in which the baby is born, and one more month after. You must fill out the Medi-Cal Newborn Referral Form for your baby right away, after birth, to make sure your baby will be covered under their own name after those first two months.

Newborn Gateway is also a way for babies to get health coverage right away. If you qualify for this program, your doctor or provider can help sign your baby up for Medi-Cal coverage. Newborn Gateway applies if you:

- Are a Medi-Cal member, and
- You give birth in a hospital or clinic that takes part in Newborn Gateway

Not all hospitals, clinics, and providers take part in Newborn Gateway. You should report the birth of your baby to your county Medi-Cal office, unless your provider tells you otherwise.

Please call the San Francisco Medi-Cal Office at **1(855) 355-5757** if you have questions.



sfhp.org/reproductive-health





Pediatric Health Services

Medi-Cal for Kids & Teens provides services to keep your child healthy from birth to age 21. These services include:

- Check-ups
- Vaccines (shots)
- Health screenings
- Treatment for physical, mental, and dental health problems



Keep Your Child Healthy with Well-Child Visits

Well-child visits are an important way to make sure your child is growing and developing as expected. These visits are also a great time for your child to get the vaccines (shots) they need to protect them from serious illnesses.

It's important to take your child for routine check-ups, even if they're not sick. Routine check-ups can find and prevent health problems early.

The Periodicity Schedule from the American Academy of Pediatrics/Bright Futures shows how often members under age 21 should get care. You can see the Bright Futures schedule at **brightfutures.aap.org**. Your child's primary care provider (PCP) follows this schedule to find and treat health problems as early as possible and to prevent serious illness.

Call your child's PCP to make an appointment. The number for your child's PCP is on their SFHP Member ID Card.



sfhp.org/pediatric-health



Behavioral Health Services for Children

SFHP works with Carelon Behavioral Health to provide behavioral health treatment (BHT) for members under the age of 21. BHT services can teach your child new skills to help you in your daily life. A physician or a licensed psychologist must recommend that BHT services are medically necessary for your child.

For children with autism, BHT services may include Applied Behavior Analysis (ABA). ABA can help children with communication, social skills, recall, attention, and overall daily functioning.

Your child may qualify for ABA if they:

- Are under 21 years of age
- Are diagnosed with Autism Spectrum Disorder (ASD) or other behavioral issues
- Have behaviors that make home or social life hard. Some examples are self-harm, anger, difficulty playing or communicating, anger, and running away

To ask about BHT or ABA services for your child, talk to your child's PCP or call Carelon Behavioral Health at **1(855) 371-8117** (toll-free) or **1(800) 735-2929** (TTY), 24 hours a day, 7 days a week.



Extra Medi-Cal Services for Children

California Children's Services (CCS)

If your child needs special medical care, they may be eligible for CCS. CCS is a State and county program that provides treatment, medical case management and physical and occupational therapy services to members under 21 years of age with certain conditions.

These conditions include:

- Genetic diseases
- Chronic conditions
- Infectious diseases
- Traumatic injuries
- And more

Ask your PCP if you are eligible for the CCS program. Call SFHP Customer Service for more information. You can also call **1(628) 217-6700** if you have questions about CCS coverage.

Golden Gate Regional Center (GGRC)

GGRC provides and coordinates supportive services for people with developmental disabilities or delays. To get GGRC you must be diagnosed with a disability before the age of 18.

The disability must be related to an intellectual disability, such as:

- Cerebral palsy
- Epilepsy
- Autism
- Other disabling conditions

GGRC provides a wide range of services, including support finding housing, home care or day programs, living skills training, help getting care, and much more.

Your provider can help connect you to GGRC, or you can request GGRC services by calling **1(415) 546-9222**.

Family Benefits

Early Start Program (Part of GGRC)

If you have a child aged three or under who has been diagnosed with a developmental delay, or who is at risk of developing a delay, you may be able to get early intervention services through the early start program at Golden Gate Regional Center.

The early start program serves infants and children who have developmental delays in:

- Cognitive functions
- Physical (motor, vision, and hearing) functions
- Communication functions
- Social functions
- Emotional functions
- Adaptive functions

The program provides many services including family support and training, occupational and physical therapy, assistive technology, and more.

Ask your provider for a referral. You can also call GGRC at **1(415) 546-9222** to learn more about the program.





Extended Care Options and Support

Community Health Worker Services

A community health worker (CHW) is a person also known by different job titles, such as promotores, community health representatives, navigators, and other non-licensed public health workers, like violence prevention professionals. They can help you get the care you need, such as:

- Health screenings and exams
- Health education to help you take care of your health conditions
- Interpreters, transportation, food, and more
- One-on-one support and help getting care

A CHW can meet with you in person or online. You can meet either one-on-one or in a group setting. Talk with your provider if you would like support from a CHW.



sfhp.org/CHW



Enhanced Care Management (ECM)

Enhanced Care Management (ECM) offers extra care at no cost to members who have complex needs.

You will work with a Lead Care Manager who helps you get care where you are, coordinate your health services, and improve your health. ECM is for Medi-Cal members who:

- Have been to the emergency room or the hospital many times
- Are experiencing homelessness and need help with housing
- Need help with serious mental health issues, or drug or alcohol use
- Have any of the above needs and are pregnant or postpartum
- Are adults and youth who are transitioning from jail, prison, or another facility

If you want to learn if you can get ECM at no cost, please call the SFHP Care Management Intake line at **1(415) 615-4501**.

 sfhp.org/ECM



Community Supports

Community Supports (CS) can help you address health-related social needs, like getting access to housing and food. CS can help you stay healthy and prevent future visits to the hospital.

Members who are eligible for Enhanced Care Management (ECM) can often get one or more Community Supports. Right now, SFHP offers CS benefits for:

- Sobering centers
- Medical respite (also known as recuperative care)
- Medically tailored meals
- Housing transition services
- Environmental accessibility adaptations
- Housing deposits
- Housing tenancy and sustaining services
- Nursing facility transition to a home
- Respite services
- Nursing facility transition/diversion to assisted living facilities



sfhp.org/community-supports



Staying Healthy

When you have up-to-date information, you can make the best choices about your health.

SFHP cares about helping our members improve their physical and emotional well-being. Check out these health and wellness resources to get started on your journey of managing and maintaining your best health.





San Francisco Health Plan

JAN 14 2015 10:47 AM

Kim A. Dunbar

San Francisco Health Plan

Home & Important Our Companies Health & Wellness About Us

Health & Wellness

Health Education Library

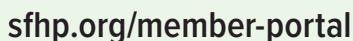
The more you know, the better you can manage and maintain your health, whether you are feeling great or not at all.

Now, we have to feel better in order to feel better and achieve goals that have great health and well-being for both ourselves and the people around us.

View or download health education resources at sfhp.org/health-ed.



The Healthwise Knowledgebase in our Member Portal has information on many wellness topics, as well as interactive tools for health and fitness, medications, pregnancy, a symptom checker, and other resources to help you make important health decisions.

[illegible]

Stay updated on SFHP news and what's happening with *Your Health Matters* (YHM). YHM is a newsletter mailed to members every three months. YHM provides information about health care services and your member benefits, tips for healthy living, and more.





Find Local Health Classes

As an SFHP member, you can choose from many health classes and programs to improve your health, stay active, and manage diseases. These classes, offered by community organizations, are available in many languages and provided at no cost to eligible SFHP members.

Class topics include:

- Childbirth
- Parenting
- Nutrition
- Asthma
- Quitting smoking
- HIV/AIDS support
- Diabetes education and management
- Weight management
- Yoga
- Stress management
- And more

Visit **sfhp.org/classes** for a full list of classes and programs.



sfhp.org/classes





Get Money for Health Visits

With SFHP, you can earn gift cards for going to certain health visits. Below is a list of health visits where you can earn a gift card if you qualify.

Health visit	What do I do to get the reward?	Gift card amount
First Health Visit	Go to your first health visit with your PCP within 120 days (4 months) of joining SFHP Medi-Cal	\$50
Prenatal Visit	Have a check-up within your 1st trimester of pregnancy, or within 42 days of joining SFHP Medi-Cal	\$50
Postpartum Visit	Have a postpartum visit within 2–12 weeks after pregnancy	\$50
Well-Child Visits	Have had 6 or more well-child visits with a PCP in the first 15 months of your child's life	\$50
Child Developmental Screening	Have first child developmental screening for kids aged 0 months to 36 months (3 years)	\$50
Fluoride Varnish Visit	Have first fluoride varnish visit for kids aged 12 months (1 year) to 47 months (3 years and 11 months)	\$50

Our rewards program may change at any time. To find updated eligibility information, please call SFHP Customer Service or go to **sfhp.org/rewards**.



sfhp.org/rewards



More Information



Share Your Health Care Experiences

SFHP is here to listen and learn about your health care experience. Sharing your thoughts and experiences can help improve care for you and other SFHP members.

Talk with your doctor if you have an issue or a question about your health care services. If it is not fixed, SFHP can also review any problems with your care, your provider, or with SFHP staff through our grievance process.

Sometimes, a grievance is the only way that SFHP learns there is a problem. Grievances can help SFHP make the health system better for our members.

Filing a complaint or grievance is your right. SFHP does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, sex, or filing a grievance. You will not lose your Medi-Cal coverage for filing a complaint or grievance.



There are six ways to file a grievance



Call us at 1(415) 547-7800, Monday–Friday,
8:00am–5:00pm and request a Grievance Form.



File a grievance safely and securely **through our Member Portal** at **sfhp.org/member-portal**.



File a grievance **at your doctor's office**.



Visit our office and file a grievance in person.

Our Service Center address is:

550 Kearny Street, Lower Level, San Francisco, CA 94108

See **sfhp.org/service-center** for current hours.



Send us a letter describing the problem and mail it to:

San Francisco Health Plan

Attn: Grievance Coordinator

P.O. Box 194247

San Francisco, CA 94119-4247



Download and complete a Grievance Form in your language
from our website at **sfhp.org/grievance**.

Advocate to Improve Care at SFHP

The SFHP Member Advisory Committee (MAC) is a group that meets to talk about health issues for SFHP members and the community. SFHP members and community health experts are part of the MAC. You can join the MAC to talk about ways to improve SFHP services and care. Members can also attend MAC meetings without joining. Come share your voice!

If you would like to join the MAC, **call SFHP Customer Service**.



1(415) 547-7800



Your Rights and Responsibilities

You have a **RIGHT** to:

- Take part in all decisions about your care
- Hear about all care options
- Tell us what kind of care you want if you become unable to make your own health care decisions
- See your medical record and get a copy
- Know the names of the people who give you care and what kind of training they have
- Have an interpreter, free of cost, who speaks your language
- Receive care with dignity and respect
- Be assured of privacy and confidentiality
- Receive care in a place that is safe, secure, clean, and accessible
- Get a second opinion from one of the doctors in your medical group
- Know how to get help and solve problems. Your care will not be affected if you file a grievance or make a complaint.

You have a **RESPONSIBILITY** to:

- Keep appointments or call to cancel or reschedule them
- Tell your doctor about your health and health history
- Ask questions about your health care
- Follow the care plan you and your doctor agree on
- Notice the effects of your lifestyle on your health
- Inform us if your address or phone number changes
- Renew your eligibility and membership on time
- Present your Member ID Card when you are getting services



Keep Your Medi-Cal Coverage



Learn how to renew your Medi-Cal so you can keep your health coverage.

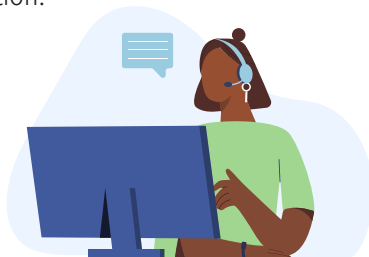
Your local Medi-Cal office will review your member eligibility once a year, or whenever you report changes to your household. Everyone's renewal date is different.

You will get a letter in the mail that tells you if your Medi-Cal was renewed by the county or if you need to give more information. If you receive a renewal packet or a notice asking for more information, you may submit the information by mail, phone, in person, or online.



If your address, income, or household information has changed, please call the San Francisco Medi-Cal Office at **1(855) 355-5757** (toll-free) to let them know. You can also update your information on the BenefitsCal portal. Visit **benefitscal.com** for more information.

If you have any questions or need help with your Medi-Cal coverage, or if your Medi-Cal ended, please contact the San Francisco Medi-Cal Office at **1(855) 355-5757** (toll-free).



sfhp.org/renew





Important Contacts

Who to Call

SFHP Customer Service

1(415) 547-7800 (local)

1(800) 288-5555 (toll-free)

711 (TTY)

sfhp.org/customerservice

Reason to Call

- Answer questions about your health plan
- Choose or change your doctor or clinic
- Request a new Member ID Card or member materials
- Get help making an appointment with a doctor
- Get help renewing your health care coverage
- Report a complaint, problem, or grievance

Carelon Behavioral Health

1(855) 371-8117

1(800) 735-2929 (TTY)

[Member.Services@](mailto:Member.Services@carelonbehavioralhealth.com)

carelonbehavioralhealth.com

- Mental health counseling
- Behavioral Health Treatment

California Children's Services (CCS)

1(628) 217-6700

- Ask about CCS coverage

Medi-Cal Dental

1(800) 322-6384

smilecalifornia.org

- Find a dentist

Medi-Cal Rx

1(800) 977-2273

medi-calrx.dhcs.ca.gov

- Find a pharmacy
- Ask about your pharmacy benefits

Who to Call	Reason to Call
Nurse Advice Line 1(877) 977-3397	▪ Talk to a nurse 24/7
San Francisco Behavioral Health Services 1(415) 255-3737 (local) 1(888) 246-3333 (toll-free) 1(888) 484-7200 (TTY) sfdph.org	▪ Get specialty mental health services ▪ Get substance use disorder services
SF Human Services Agency 1(415) 558-4700 (local) 1(855) 355-5757 (toll-free) benefitscal.com	▪ Report change of address, phone number, or last name ▪ Get a new BIC Card ▪ Applying for or renewing your Medi-Cal
SFHP Service Center 1(415) 777-9992 1(800) 288-5555 (toll-free) 711 (TTY) 550 Kearny Street, Lower Level	▪ Get help enrolling in CalFresh and other health programs
Teladoc [®] 1(800) 835-2362 sfhp.org/teladoc Some members who also have Medicare coverage are not eligible for Teladoc services.	▪ If you cannot reach your doctor during the day or after hours
VSP Vision Care 1(800) 877-7195 vsp.com	▪ Find an eye doctor ▪ Ask about your vision benefits



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