

Medi-Cal 2023 Member Guidebook



**SAN FRANCISCO
HEALTH PLAN**



Here for you

sfhp.org

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Welcome to San Francisco Health Plan



As a member of San Francisco Health Plan, you are very important to us. We want to make sure you get the health care services you need, when you need them. If you ever have questions about your health care benefits, have a problem with services, or need help getting them, don't hesitate to call us.

Customer Service representatives are available Monday–Friday, 8:30am–5:30pm at any of the following phone numbers:

Local Callers **1(415) 547-7800**

Toll-Free Callers **1(800) 288-5555**

TTY for people who are deaf, hard-of-hearing,
or have speech disabilities..... **1(415) 547-7830**

Teladoc[®], a free benefit for Medi-Cal members,
is available when your doctor is not **1(800) 835-2362**

Our Address: San Francisco Health Plan
P.O. Box 194247
San Francisco, CA 94119-4247

Answers to frequently asked questions may be found on our website at **sfhp.org**. *Never send any personal health information through email.* Contact us safely and securely through our website at **sfhp.org/customerservice**.

Enrollment Assistance Services

Get information on healthcare options that are available for you and your family at our San Francisco Health Plan Service Center located at **7 Spring Street**. Our enrollment team provides application assistance for many healthcare programs. Call **1(415) 777-9992** for our current business hours and to schedule an in-person or phone appointment.



About this Guidebook

This Member Guidebook has information about member services provided by San Francisco Health Plan, and instructions on how you can get health care services that are covered by your program. It explains how San Francisco Health Plan and its network of doctors, medical groups, and clinics all work together to make sure you get the highest quality health care that's right for you.

Some of the words in this guidebook have special meanings. The meanings of these words can be found in the Definitions section of this guidebook on page 67.

How Your Plan Works

San Francisco Health Plan (SFHP) is a licensed community health plan that provides affordable health care coverage to low- and moderate-income families. In a managed care plan, your Primary Care Provider (PCP), clinic, hospital, and specialists all work together to keep you as healthy as possible.

Your PCP is the doctor, clinic, nurse practitioner, or physician's assistant who is in charge of your health care. Your PCP is part of a medical group. A medical group consists of physicians who are PCPs, specialists and other providers of health care services. A hospital is also connected with the medical group. Your PCP and medical group direct the care for all of your medical needs.

It's our job to connect you to all of the health care services covered by Medi-Cal.

- We work with doctors, clinics, and hospitals to make sure you get the health care services you need, when you need them
- We pay for the health care services covered by Medi-Cal
- We make sure our doctors, specialists, nurses, and other health care professionals provide the highest quality health care services
- Our Customer Service team helps you with any questions or problems about your benefits and services
- We provide information on how to keep your health care coverage
- You can choose your own personal doctor (Primary Care Provider) or clinic

- We share information between your doctors and specialists and give instructions in a language you understand
- We provide access to free health education classes, such as quitting smoking, diabetes control, parenting, controlling asthma, women's health, and more
- Our website has additional information about your benefits and answers to your most frequently asked questions. Visit us at **sfhp.org**.
- SFHP complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex



- Has your contact information changed within the past two years?



- Have you moved?

- Have you had any household changes?



- Has your phone number changed?

- Did you start a new job?

Contact the San Francisco County Medi-Cal Office at 1(855) 355-5757 (toll-free) Today!

sfhp.org/renew

Customer Service



San Francisco Health Plan Customer Service is ready to assist you in the language you prefer to speak. We answer questions about your benefits and health services. We also help solve problems you may be having with your health care services.

Customer Service representatives are available Monday–Friday, 8:30am–5:30pm at any of the following phone numbers:

Local Callers..... **1(415) 547-7800**

Toll-Free Callers **1(800) 288-5555**

TTY for people who are deaf, hard-of-hearing,
or have speech disabilities..... **1(415) 547-7830**

*Never send any personal health information through email. Contact us safely and securely through our website at **sfhp.org/customerservice**.*

Reasons to Call Customer Service

- Answer questions about your health plan and covered services
- Choose or change your doctor or clinic
- Get a new Member ID Card
- Get a Provider Directory, Member Handbook, Summary of Benefits, or other member materials
- Get help making an appointment with a doctor
- Get help with billing questions
- Update your address or phone number
- Offer interpreter services if you do not speak English
- Get help renewing your health care coverage
- Report a complaint, problem, or grievance
- Get information on community health resources
- And more

Answers to frequently asked questions may be found on our website at **sfhp.org**.

Free Telemedicine Benefit

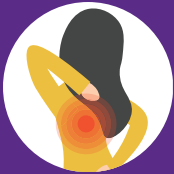
Access a doctor, day or night, by phone or video call from the comfort of your home.



With our FREE telemedicine benefit, Teladoc, get care from a California-licensed doctor anytime, 24 hours a day from a phone, smartphone app, or your computer.

sfhp.org/teladoc

A Teladoc doctor can treat simple problems like:



- Urinary Discomfort
- Back & Joint Problems



- Colds
- Flu



- Vomiting & Diarrhea
- Red, Itchy Eyes



- Skin Rashes
- And More

You can request to speak with a doctor from the comfort of your home wherever you have phone or internet access. It's FREE and you can skip the waiting room. Doctors are available any time day or night.

Call Teladoc at **1(800) 835-2362** or visit sfhp.org/teladoc.





Interpreter Services

You have a right to interpreter services at no charge, and may use one whenever you get medical care. You also have the right not to use your friends, family members, and minors as interpreters unless you specifically request it. You may also have an interpreter anytime you speak with a representative of San Francisco Health Plan.

If you need an interpreter, let your doctor's office know ahead of time, so that one can be made available for your appointment. We may also be able to help you find a doctor who speaks your language, or who has an interpreter working in the office.



Our Website



If you have internet access, you can visit San Francisco Health Plan at **sfhp.org**. The website has a lot of useful information and tools that allow you to:

- Find a Primary Care Provider (PCP)
- Look up benefits information
- Download member materials
- Get answers to frequently asked questions
- View issues of your member newsletter, *Your Health Matters*
- Get health education and community resource information
- Find out who to call for dental, vision, and other services
- File a grievance or report a problem
- Access your health information on our Member Portal
- And much more

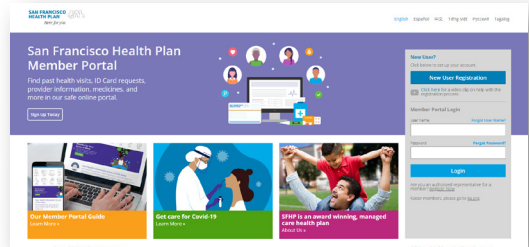


SFHP Member Portal



Our Member Portal is your safe and secure way to see your health care information online anytime from anywhere you have internet access. Go to **sfhp.org** and click on the “Member Portal Login” button.

Get connected to your health information past health visits, ID Card requests, your medicines, provider information, and more are easy to find through our safe and secure Member Portal.



- Learn about your medicines and the amount you should be taking. Find out how they interact with other medications. See your medicine history.
- See your Member ID Card, ask for a new one, print a temporary card, or save a picture of your card on your phone.
- Change your Primary Care Provider (PCP).
- See your past health visits, medicines, a map of your provider’s office, and more.
- View and download your most current member materials and newsletters.

How to Sign Up and Sign In to Our Member Portal

Start at **sfhp.org** and click the Member Portal Login button at the top of the home page. Your ID Card has all the information you need to sign up.

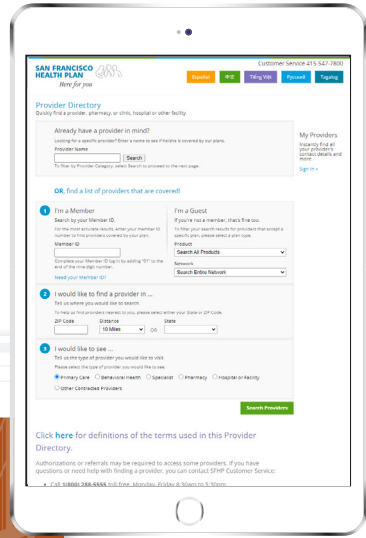
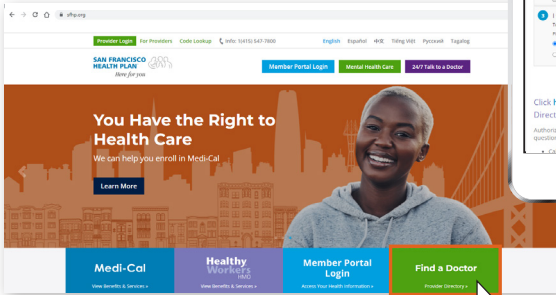


You’ll be directed to the Member Login Page. Click the New User Registration button.

Search for Providers



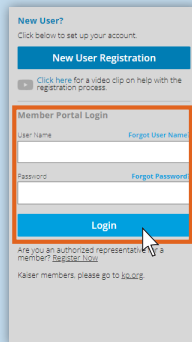
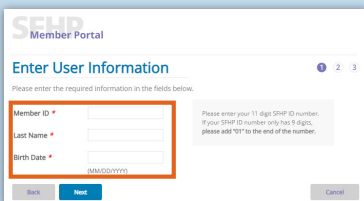
Our provider search tool allows you to find providers in your network or any other SFHP network. Look up providers by name or the type of provider including clinics, specialists, and more.



Go to our website at sfhp.org and click on the "Find a Doctor" button.



You'll be asked for your Member ID, Last Name, and Birth Date, and then to create a password and set up security questions.



Now you're ready to get started. Enter your User Name and Password and click Login to begin using the SFHP Member Portal.

Getting Started



If you are a new San Francisco Health Plan member, you will receive helpful tools in the mail to help you get started.

Welcome Packet

All new members are mailed a welcome packet. Inside is important member information about how to obtain electronic and hard copies of the Summary of Benefits and Member Handbook that explains your benefits, rights, and responsibilities as a member of SFHP.

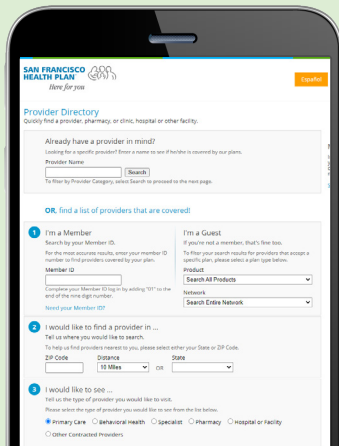
Member Handbook

Your Member Handbook contains detailed information about the benefits and the services offered through the Medi-Cal program. If you need a Member Handbook, you may call Customer Service, or download it from the Member Materials section of our website at **sfhp.org**.

Provider Directory

Your Provider Directory is a listing of all doctors, specialists, clinics, hospitals, and other resources that serve the Medi-Cal program. It's important to keep it, in case you decide you want to change your doctor.

If you need a Provider Directory, call Customer Service or view the information in the Medi-Cal section of our website at **sfhp.org**.



Provider Online Search Tool

You can access a list of doctors, specialists, clinics, and hospitals online. Go to **sfhp.org** and click on the "Find a Doctor" button.

Find a Doctor

Member ID Card

All new members are mailed a Member ID Card. Your Member ID Card is helpful in letting health care providers know that you are a member of San Francisco Health Plan. Carry your Member ID Card with you at all times. Always bring it to your doctor or clinic visits, to the emergency room, and to the pharmacy. To the right is a sample of what your San Francisco Health Plan Member ID Card looks like. When you get your Member ID Card, check all of the information to make sure it is correct. You may have a new Member ID Card mailed to you at no charge if:

- Any information is incorrect
- Your card is lost or stolen
- You change your Primary Care Provider (PCP)
- Your address or other information changes

Your SFHP Member ID Card has important information on it, including:

- Your doctor's name (or the name of your clinic)
- Your PCP's phone number
- Your Medical Group
- Your Hospital
- Teladoc® 24/7 phone or video doctor visits (Kaiser members and some members who also have Medicare coverage are not eligible for Teladoc services)
- Kaiser's 24-hour Call Center/Nurse Advice Line (for Kaiser members only)



Did you know...

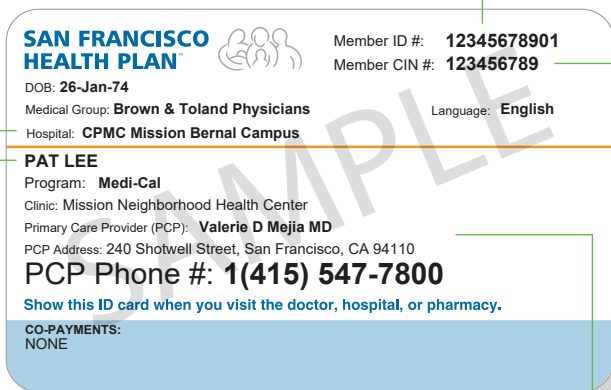
You can see your ID Card, ask for a new one, print a temporary card, or save a picture of your card on your phone at our Member Portal. Log in at sfhp.org.

[Member Portal Login](https://sfhp.org)

Member ID Number

Your Network Hospital

Member CIN Number



Carry your Member ID Card with you at all times.

Your Name

Your Primary Care Provider's name, address, and phone number

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

Medi-Cal BIC Card

In addition to your San Francisco Health Plan Member ID Card, you should also have a Beneficiary Identification Card (BIC) or Medi-Cal Card from the State of California. You may need to show that card for certain services. If you have questions about your BIC Card or need a new one, call San Francisco Medi-Cal Health Connections at **1(415) 558-4700**.



"Poppy" design
Issued starting
September 2016



"Blue and White" design
Issued before September 2016

Your Primary Care Provider



Your Primary Care Provider (PCP) is the doctor, clinic, nurse practitioner, or physician's assistant who is in charge of your health care.

When you joined San Francisco Health Plan, you chose a PCP*. If you did not choose a PCP when you joined, one was chosen for you.

Medical services provided by your PCP include:

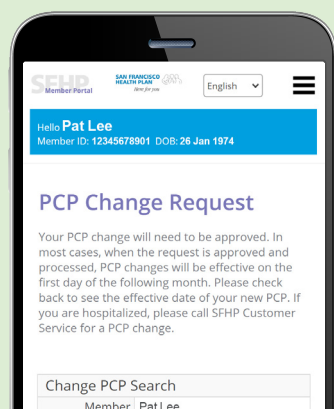
- Wellness check-ups and preventive services
- Immunizations (shots)
- Diagnostic tests, such as hearing tests
- Coordination for laboratory tests
- Urgent care for when you are sick or injured
- Care for ongoing health issues, such as asthma, allergies, or diabetes
- And much more

Unless it's a health emergency your PCP is the first person you should see when you need care.

*Note: If your Medical Group is SFHP Direct Network (SDN), you do not have to choose a PCP.

Changing Your Primary Care Provider

You know your health care needs best, so it is best if you choose your PCP. It's best to keep the same PCP whenever possible, so that he or she gets to know your health history and health care needs.



Change Your PCP Online

To change your Primary Care Provider from our Member Portal, use the My Health Plan dropdown and select PCP Change Request. PCP changes will be effective on the first day of the following month. Use the Member Portal Login at sfhp.org.

[Member Portal Login](#)



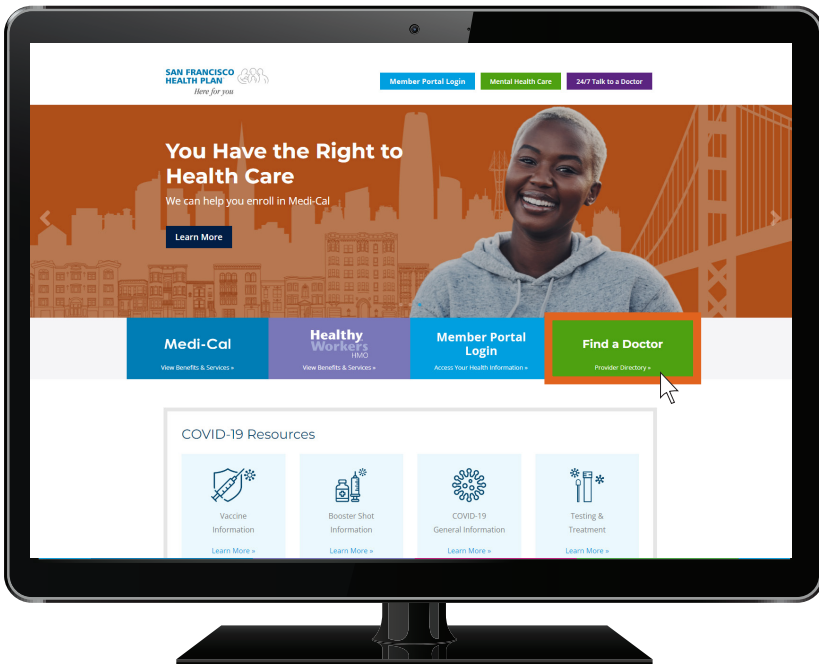
You can request to change your PCP for any reason. Simply call Customer Service and request a new PCP, or contact us safely and securely through our website at **sfhp.org/customer-service**. *Never send any personal health information through email.*

Questions to Ask When Choosing a PCP

- Is this doctor in a neighborhood close to where you live or work?
- Is it easy to get to this doctor by car, MUNI, or BART?
- Does this doctor speak your language?
- What does this doctor specialize in treating?
- You may also choose a Mid-Level Provider as your PCP. A Mid-Level Provider is a Nurse Practitioner, certified nurse-midwife, or Physician's Assistant.

You can use the Provider Directory to help you select your PCP.

You can also access a list of doctors, specialists, clinics, and hospitals online. Go to our website at **sfhp.org** and click on the "Find a Doctor" button.



Visiting Your Primary Care Provider

You should visit a Primary Care Provider (PCP) or Clinic within four months of joining San Francisco Health Plan if you have not had a recent health assessment or established care with your PCP. Members under the age of 18 months are recommended to be seen by a PCP within 4 months of joining San Francisco Health Plan for their initial health assessment (IHA).

Your PCP may ask you some questions about your health history or may ask you to complete a questionnaire. Your PCP will also tell you about health education counseling and classes that may help you.

If you are establishing care with a new PCP your first visit is very important because it helps you and your doctor to get to know each other and it is better for your doctor to get to know you before you get sick.

Be sure to request copies of your previous medical records be sent to your new PCP. You can request this at your initial visit with your new PCP.





Regular Check-Ups

Going to the doctor for regular check-ups is an important part of staying healthy. During the visit, the doctor will:

- Get to know your health needs and medical history
- Identify 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 immunizations (shots)
- Decide if you need other services such as specialty care
- Help you find a behavioral health provider if needed

This visit is a good time to talk about any health problems, or any other questions you might have.

Making an Appointment

To make an appointment, call your PCP or Clinic. Your PCP or Clinic phone number is on your Member ID Card.

If you need help finding your PCP or Clinic, call San Francisco Health Plan Customer Service at **(800) 288-5555**, Monday–Friday, 8:30am–5:30pm. Answers to frequently asked questions may be found on our website at **sfhp.org**. *Never send any personal health information through email.* Contact us safely and securely through our website at **sfhp.org/customerservice**.

Be sure to bring your Member ID Card to the appointment so you will not be billed by mistake. As a Medi-Cal member, be sure to bring your Medi-Cal Benefits Identification Card (BIC), too. If you cannot keep your appointment, call the doctor's office or clinic to cancel and reschedule your appointment.



Call your
PCP or Clinic




Your PCP or Clinic
phone number is on
your Member ID Card



If you need help, call
SFHP Customer Service
at **(800) 288-5555**

Carry your Member ID Card with you at all times.

SAN FRANCISCO HEALTH PLAN 	Member ID #: 12345678901 Member CIN #: 123456789
DOB: 26-Jan-74 Medical Group: Brown & Toland Physicians Hospital: CPMC Mission Bernal Campus	Language: English
PAT LEE Program: Medi-Cal 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	

1

Member ID Number,
CIN Number

2

Your Network Hospital

3

Your Name, Your Primary
Care Provider name, address,
and phone number

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



Be Prepared for Your Visit

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

- Write down all your questions so you won't forget to ask them
- Bring a list of the names of the medicines and vitamins you take
- Bring a list of any health problems that you or your family members have
- Bring an immunization record (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.

Need an
interpreter?

Call your doctor's office ahead of time, so that an interpreter can be made available for your appointment at no cost to you.

See page 10 for more details.

San Francisco Health Plan Services



Preventive or Routine Care

Preventive or routine services, such as regular check-ups, health screenings, and immunizations, help prevent illness and are provided by your Primary Care Provider (PCP) or Clinic. Call your PCP or Clinic to make an appointment for a check-up or if you need urgent care.

Specialty Care

Specialists are providers who see patients with special problems, such as allergies, asthma, diabetes, or heart problems. Your Primary Care Provider (PCP) may communicate with or refer you to a specialist if you need expert advice or treatment for a specific problem. Your PCP is able to refer you to the right specialist in your medical group. You may not see a specialist without a referral from your PCP.

Appointments and Visits

When you need health care:

- Call your PCP
- Have your SFHP ID number ready on the call
- Leave a message with your name and phone number if the office is closed
- Take your BIC and SFHP ID card to your appointment
- Be on time for your appointment
- Call right away if you cannot keep your appointment or will be late
- Have your questions and medication information ready in case you need them

*If you have an emergency, call **911** or go to the nearest emergency room.*

Urgent Care

Urgent Care is available when you need to be seen by a doctor right away because you are sick or hurting, or have symptoms like discomfort, fever, or slight pain. If you think you need Urgent Care, call your doctor's office. The phone number is listed on your Member ID Card.

Your PCP or another provider is available 24 hours a day, 7 days a week, to help if there is an urgent medical problem. They will tell you what to do. You may also contact Teladoc[®] for a phone or video consultation with a doctor at **1(800) 835-2362** or by visiting **sfhp.org/teladoc**.

Hospital Care

If you are sick or hurt, your Primary Care Provider (PCP) may send you to the hospital where he or she works. If there is a hospital that you prefer to use, be certain you have selected a PCP who can send you to that hospital.

Emergency Care

Care at a hospital emergency room is for medical emergencies only.

You should get routine care from your PCP, who knows you best. If you are not sure if it is an emergency, call your PCP. Do not go to the emergency room for routine care. You may have a medical emergency if you have:

- Difficulty breathing and/or shortness of breath
- Chest or upper stomach pain, or feel pressure in your chest
- Fainting spells or sudden dizziness or weakness
- Uncontrolled bleeding
- Severe vomiting or diarrhea
- Feelings that you want to hurt yourself or others
- Sudden numbness or weakness in the face, arm, or leg, especially on one side of the body
- Sudden confusion, troublesome speaking or difficulty understanding speech
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance, or lack of coordination
- Sudden severe headache with no known cause
- Someone you care about has overdosed on substances

If you believe you have a medical emergency, it is best to go to your assigned hospital on your Member ID Card. Going to your assigned hospital will allow your PCP to more easily talk to your hospital providers and make sure you get the care you need. If you believe your health is at risk, you can choose to go to the closest emergency room. If you think the medical condition is life-threatening or will worsen on the way to the hospital, then call **911** and have local emergency medical services come to you.

Emergency rooms are not for routine or urgent care matters like prescription refills, simple aches and pains, or colds. If your illness is not considered serious and you go to an emergency room, you may have to wait a very long time to see a doctor.

Teladoc®

If your doctor is not available when you need them and you want to get care for simple medical problems, you can access a doctor, day or night by phone or video call with our free telemedicine benefit, Teladoc.

Kaiser members and some members who also have Medicare coverage are not eligible for Teladoc services.

Why wait for the care you need now?

With Teladoc, you can talk to a doctor in minutes, not hours or days like you would at the ER, urgent care, or with your PCP.

Sign up today, online at sfhp.org/teladoc
or by phone at **1(800) 835-2362**



Second Opinions

If you would like to talk to another doctor about a health problem, you may ask your Primary Care Provider (PCP) or San Francisco Health Plan for a second opinion. San Francisco Health Plan and its medical groups will pay for a second opinion from another doctor.

Timely Access to Care

You should be able to make an appointment for Covered Services based on your health needs. The California Department of Managed Health Care (DMHC) created standards for appointment wait times. They are:

Type of Appointment	Standard Wait Time
Urgent care appointments that do not require pre-approval (prior authorization)	Within 48 hours of the request for appointment
Urgent care appointment that do require pre-approval (prior authorization)*	Within 96 hours of the request for appointment
Non-urgent primary care appointments	Within 10 business days of the request for appointment
Non-urgent specialist	Within 15 business days of the request for appointment
Non-urgent mental health provider (non-physician)	Within 10 business days of the request for appointment
Non-urgent mental health provider (non-physician) follow-up care appointments	Within 10 business days of last appointment
Non-urgent appointment for ancillary services for the diagnosis or treatment of injury, illness, or other health condition	Within 15 business days of the request for appointment
Telephone wait times during normal business hours	10 minutes
Triage or telephone screening	24/7 services – No more than 30 minutes

*Prior authorization may be needed if you are seeing a provider who is not part of your medical group.



If you wish to wait for a later appointment that will better fit your needs, check with your provider. In some cases, your wait may be longer than the standard wait times if your provider decides that a later appointment will not harm your health. The standard wait times do not apply to preventive care appointments. Preventive care means prevention and early detection of illnesses. This includes physical exams, immunizations, health education and pregnancy care. The standard wait times also do not apply to periodic follow-up care that is scheduled in advance.

Examples of periodic follow-up care are standing referrals to specialists and recurring office visits for chronic conditions. Your provider may suggest a specific schedule for these types of care, based on your needs.

Interpreter services are available at no cost to you. If you need help in your language during your appointment, ask your provider to arrange for an interpreter for you. Or you can call SFHP Customer Service at **1(800) 288-5555** (toll-free) or TTY **1(888) 883-7347**, Monday–Friday, 8:30am–5:30pm.

The DMHC also created standards for answering phone calls. They are:

- For calls to SFHP Customer Service – within 10 minutes during normal business hours, Monday–Friday, 8:30am–5:30pm
- For triage or screening calls – within 30 minutes, 24 hours a day, 7 days a week

Triage or screening is done by a physician, registered nurse, or other qualified health professional to determine where and how quickly you need to get care. If you need triage or screening, you should call your PCP or clinic first. If you cannot reach your PCP or clinic, you can call Teladoc® to have a phone or video consultation with a physician. This service is free of charge and available to you in your language. Call Teladoc at **1(800) 835-2362** or visit **sfhp.org/teladoc**. Kaiser members and some members who also have Medicare coverage are not eligible for Teladoc services.



Your Health Matters is your member newsletter mailed to you every three months. In it, we provide information about health care services, how to make the most of member benefits, tips about healthy living, and more. It is also online at **sfhp.org/newsletter**.

**SAN FRANCISCO
HEALTH PLAN**



Member ID #: 12345678901
Member CIN #: 123456789

DOB: 26-Jan-74

Medical Group: Brown & Toland Physicians

Language: English

Hospital: CPMC Mission Bernal Campus

PAT LEE

Program: Medi-Cal

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

If you do not have a medical emergency, make an appointment to see your personal doctor.

Your doctor's phone number is listed on your Member ID Card.



Know Your SFHP Care Network

Your Primary Care Provider (PCP)

Your First Point of Contact for Non-Emergency, Routine, and Urgent Care Needs.

Call your PCP's office anytime, day or night, to get medical advice. You should get a PCP urgent care appointment within 48 hours of your request. Your PCP's phone number is listed on your Member ID Card.

Teladoc® 24/7 Phone or Video Doctor Visits

If your PCP is not available at the time you need them and you want to get care for simple medical problems go to sfhp.org/teladoc, call **1(800) 835-2362** or download the Teladoc smartphone app.

Specialists

Your PCP will refer you to a specialist if you need expert advice or treatment for a specific problem or to get a second opinion about your health.

Crisis Mental Health and Addiction Treatment

For specialty mental health services or help with substance abuse call the 24/7 SFBHS Access Help Line at **1(415) 255-3737**, **1(888) 246-3333** (toll-free) or TTY **1(888) 484-7200**.



Access Services in Your Care Network

*If your Medical Group is SFHP Direct Network (SDN), you may go to any provider that accepts Medicare, because Medicare is your primary insurance.



Your Hospital/Emergency Room

When you choose a PCP, you are also choosing the hospital and emergency room where you may receive care.

How your doctors, nurses, pharmacists, care managers, and health educators work together for you.



Counseling Services

If you need to talk to someone, you can get an appointment with a psychologist or psychiatrist. To take advantage of this benefit, call Carelon Behavioral Health at **1(855) 371-8117**, TTY **1(800) 735-2929**. It is available 24/7. No referral needed.



Pharmacy

If you need medications, your doctors will write you a prescription. To fill or refill a prescription, you must get your prescribed drugs from a pharmacy that works with Medi-Cal Rx. Show your Medi-Cal BIC or SFHP Member ID Card to the pharmacy staff to pick up your medications. To find a pharmacy that works with Medi-Cal Rx, visit the Medi-Cal Rx Pharmacy Directory at **medi-calrx.dhcs.ca.gov** or call Medi-Cal Rx at **1(800) 977-2273**.



Women's Health Specialists



You may go to an obstetrics and gynecology (OB/GYN) doctor or family practice doctor within your medical group for women's 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 PCP.

Family Planning

Family planning services are available to all San Francisco Health Plan members from any provider who is willing to accept Medi-Cal and do not require a doctor's referral. Services include:

- Birth control
- Pregnancy testing
- Sexually transmitted disease testing

Maternity Care

San Francisco Health Plan covers maternity care services including prenatal care, delivery, and postpartum care. This includes breastfeeding education, breast pumps, and services from a birthing center, certified nurse-midwife, or licensed midwife.

For services to treat maternal depression and other mental health conditions, see Mental Health Care on page 36.

Coverage for Your New Baby

If you have a baby while you are a member of SFHP, your baby will be covered by SFHP under your name during the month of the baby's birth and the following month. You must apply for Medi-Cal for your baby as soon as possible after birth to make sure your baby's Medi-Cal continues. Please call the San Francisco Medi-Cal Office at **1(415) 558-4700** if you have questions.

Pediatric Services (Children Under Age 21)

Medi-Cal covers a broad range of services that are medically necessary to diagnose, treat, correct, or improve physical or mental illnesses and conditions for members under age 21.

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

During a well-child visit or teen checkup, your PCP may:

- Give you a physical exam and ask questions about your health and life
- Check for problems with eyesight, hearing, mental health, or eating habits
- Give you vaccines that are appropriate for your age, including the flu, meningococcal, Tdap, HPV, and COVID-19 vaccines
- Test for sexually transmitted infections and talk about birth control
- Refer you to mental health and other resources (see Mental Health Care on page 36)

If you or your child is due for a visit, please call your PCP to schedule an appointment as soon as possible.

Mental Health Care



SFHP covers the following services for mild to moderate mental health conditions provided by your PCP or by licensed mental health professionals:

- Individual and group mental health evaluation and treatment (psychotherapy). These services can include counseling from a therapist and are sometimes available at your primary care clinic.
- Psychological testing when clinically indicated to evaluate a mental health condition
- Outpatient services for monitoring drug therapy
- Outpatient services that include lab work, most drugs, and supplies
- Psychiatric consultation

SFHP partners with Carelon Behavioral Health (formerly Beacon Health Options) to provide members with mental health services for mild to moderate conditions that are not provided by your PCP. To access services from a licensed mental health professional (such as a psychiatrist, psychologist or therapist) 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.



Behavioral Health Treatment

Carelon Behavioral Health provides Behavioral Health Treatment (BHT) for all members under 21. BHT services teach skills through behavioral observation and reinforcement to help develop or restore, as much as possible, members' daily functioning. A physician or a licensed psychologist must recommend that BHT services are medically necessary. To ask about BHT services, 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.

Specialty Mental Health Services

Specialty Mental Health Services include outpatient and inpatient services to treat serious mental health conditions and substance abuse. SFHP and Carelon Behavioral Health do not provide Specialty Mental Health Services. San Francisco Behavioral Health Services (SFBHS) provides these services.

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.



Ready to
quit smoking?

Call to find out how

1(800) 300-8086 (English)

1(800) 600-8191 (Spanish)

Or go to **[kickitca.org](https://www.kickitca.org)**

Vision Services

All San Francisco Health Plan members get vision services through VSP Vision Care. Vision services include a routine eye exam once every 24 months. SFHP may pre-approve (prior authorization) additional services as medically necessary. Vision services also include some supplies, such as eyeglasses (frames and lenses) once every 24 months. Contact lenses are covered when required for medical conditions such as aphakia, aniridia, and keratoconus.

If you have questions about your vision coverage or need help finding an eye doctor, call VSP toll-free at **1(800) 877-7195**. Visit their website at **vsp.com**.

SFHP members get vision services through VSP Vision Care. Call VSP toll-free at **1(800) 877-7195** or visit **vsp.com**.

If you have any other questions about your vision benefits, contact San Francisco Health Plan Customer Service at **1(800) 288-5555**, Monday–Friday, 8:30am–5:30pm. Answers to frequently asked questions may be found on our website at **sfhp.org**.

Chiropractic Services

SFHP covers two chiropractic services per month, limited to the treatment of the spine by manual manipulation. To find a chiropractic provider visit **ashlink.com/ash/sfhp**, or call **1(800) 678-9133** (toll-free) or **1(877) 710-2746** (TTY).





Acupuncture Services

Acupuncture services are available to prevent, modify, or alleviate chronic pain from a generally recognized medical condition. You may receive up to 24 outpatient acupuncture services (with or without electric stimulation of needles) per year. Prior authorizations are required for acupuncture.

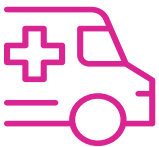
Diabetes Prevention Program (DPP)

If you have been diagnosed with prediabetes or are at risk of developing type 2 diabetes, you may be eligible to receive diabetes prevention services through the YMCA of San Francisco.

The YMCA's Diabetes Prevention Program is a community-based program that offers group classes with a trained lifestyle coach. Participants of this program will learn ways to incorporate healthier eating and moderate physical activity, as well as problem-solving, stress-reduction, and coping skills, into their daily lives.

If you think you might be eligible, please call the YMCA for more information on the program: **1(415) 281-6702**.

Transportation



Members have access to emergency transportation when medically necessary. When you cannot get to your medical appointment by car, bus, train, or taxi we can offer services for non-emergency medical transportation. You can also get non-medical transportation, like bus passes, to get to a medical appointment covered by SFHP. Please discuss your transportation needs with your provider or call SFHP Customer Service at **1(415) 547-7800**.

Covered Services (Benefits)

Covered Services (sometimes called Benefits) are health care services that are paid for by San Francisco Health Plan. In some cases there are limits on services.

Below is a list of services that are generally covered by the Medi-Cal program. For a complete list of covered benefits, limits, co-payments, and non-covered services, please refer to your Member Handbook, or call Customer Service at **1(415) 547-7800**, Monday–Friday, 8:30am–5:30pm.

Benefits generally include:

- Acupuncture
- Behavioral health treatment
- Chiropractic services
- Community health workers
- Community supports
- Dialysis services
- Durable Medical Equipment (DME)
- Emergency and urgent care
- Enhanced care management
- Enteral and parenteral nutrition
- Family planning
- Health education
- Hearing aids
- Home health care
- Hospice
- Hospital care
- Laboratory tests
- Medications given by a provider in office or clinic
- Mild to moderate mental health services provided by your PCP or Carelon Behavioral Health
- Occupational therapy
- Organ transplants
- Palliative care
- Pediatric services
- Physical therapy
- Podiatry (foot) services
- Pregnancy and maternity care
- Preventive care, such as shots and check-ups
- Regular doctor visits
- Skilled nursing care
- Speech therapy
- Telemedicine/telehealth
- Transgender services
- Travel vaccines if deemed medically necessary by your PCP
- Vision care provided by VSP Vision Care
- X-rays (diagnostic imaging)

Benefits not provided by San Francisco Health Plan:

- Dental care provided by Medi-Cal Dental
- Outpatient Prescription Drugs (Medi-Cal Rx)
- Specialized care provided by California Children's Services (CCS)
- Golden Gate Regional Center (GGRC)
- Early Start program (Part of GGRC)
- Specialty mental health services provided by San Francisco Behavioral Health Services (SFBHS)

Dental Services



Adult dental services that are normally done by a dentist, orthodontist, or oral surgeon, and dental appliances are not covered by San Francisco Health Plan. You must get dental services through Medi-Cal Dental.

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

- Diagnostic and preventive dental hygiene (such as examinations, X-rays and teeth cleanings)
- Emergency services for pain control
- Tooth extractions
- Fillings
- Root canal treatments
- Crowns
- Scaling and root planning
- Complete and partial dentures
- Orthodontics for children who qualify
- Topical fluoride

*This Medi-Cal Benefit is not covered by SFHP. You access dental services through Medi-Cal Dental enrolled providers. 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**.*

Outpatient Prescription Drugs (Medi-Cal Rx)



Prescription drugs given by a pharmacy are covered by Medi-Cal Rx, not SFHP. Some drugs given by a provider in an office or clinic may be covered by SFHP. Your provider can prescribe you drugs that are on the Medi-Cal Rx Contract Drugs List.

Sometimes, a drug is needed and is not on the Contract Drug List. These drugs will need to be approved before they can be filled at the pharmacy. Medi-Cal Rx will review and decide these requests within 24 hours.

A pharmacist at your outpatient pharmacy or hospital emergency room may give you a 72-hour emergency supply if they think you need it. Medi-Cal Rx will pay for the emergency medication supply given by an outpatient pharmacy.

To find out if a drug is on the Contract Drug List or to get a copy of the Contract Drug List, call Medi-Cal Rx at **1(800) 977-2273** (TTY **1(800) 977-2273** and press **5**, or **711**), visit the Medi-Cal Rx website at **medi-calrx.dhcs.ca.gov**.

If you are filling or refilling a prescription, you must get your prescribed drugs from a pharmacy that works with Medi-Cal Rx. Show your Medi-Cal BIC card or your SFHP card to the pharmacy staff when you pick up your medications. You can find a list of pharmacies that work with Medi-Cal Rx in the Medi-Cal Rx Pharmacy Directory at **medi-calrx.dhcs.ca.gov**. You can also find a pharmacy near you or a pharmacy that can mail your prescription to you by calling Medi-Cal Rx at **1(800) 977-2273** (TTY **1(800) 977-2273** and press **5**, or **711**).

California Children's Services (CCS)

If your child needs specialized medical care, your child 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 CCS-eligible conditions. These conditions include genetic diseases, chronic conditions, infectious diseases and traumatic injuries. If your provider suspects you are eligible, your provider will make a referral to the CCS program. If CCS decides that you are eligible, you will continue to be a



San Francisco Health Plan Medi-Cal member but CCS will cover and treat the CCS-eligible condition. Additional information about the CCS Program can be obtained by calling SFHP's Customer Service at **1(415) 547-7800** (local) or **1(800) 288-5555**. You may call the county CCS program at **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/delays. To be eligible, a person must be diagnosed with a disability before the age of 18. The disability must be related to an intellectual disability, Cerebral Palsy, Epilepsy, Autism or other disabling conditions. GGRC provides a wide range of services, including: support finding housing, residential care or day programs, living skills training, advocacy, and much more.

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

Early Start Program (Part of GGRC)

If you have a child aged 3 or under who has been diagnosed with a developmental delay, or who is at risk of developing a delay, you may be eligible to receive early intervention services through the Early Start program at Golden Gate Regional Center.

The Early Start program serves infants and children under age 3 who have developmental delays in cognitive, physical (motor, vision, and hearing), communication, social/emotional, and adaptive functions. The program provides a wide range of services including: family support and training, occupational and physical therapy, assistive technology and more.

If your provider suspects your child is eligible, they can make a referral to the Early Start program. You can also call Golden Gate Regional Center for more information about the program: **1(415) 546-9222**.

Renewing Coverage



How to Renew Your Medi-Cal Coverage

As a Medi-Cal member, your eligibility will be reviewed every year. The steps below will apply for most Medi-Cal members.



Watch for a letter.

The letter will tell you if you are still eligible for the Medi-Cal program.



The Medi-Cal office will review the information in your case file.

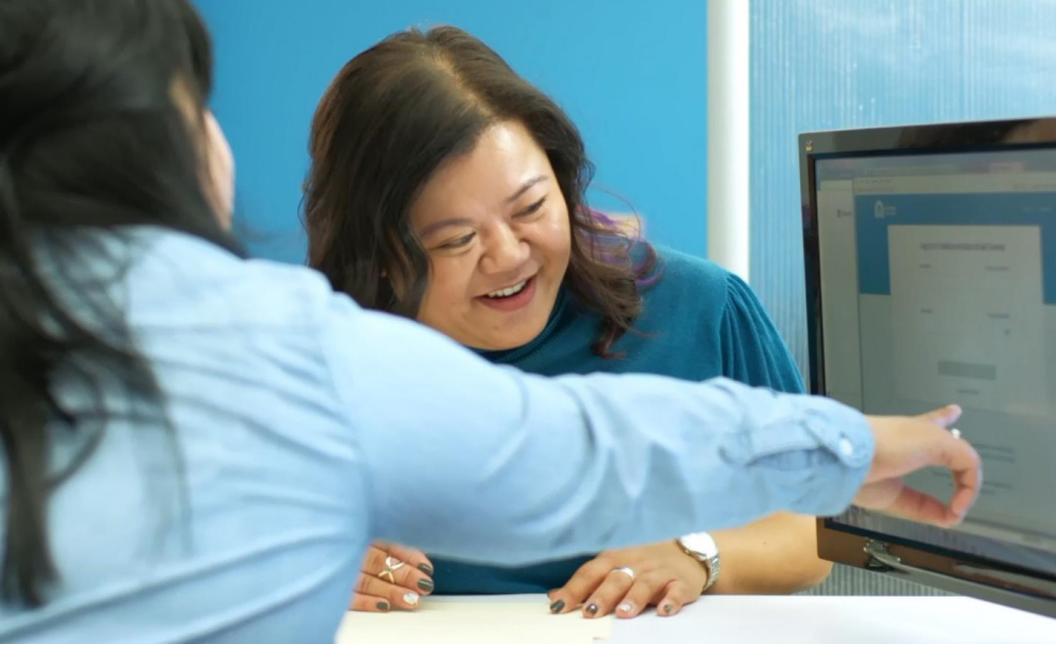
They will review the information in their systems to see if you are still eligible for Medi-Cal.



Additional information may be requested.

If there is not enough information to determine if you are still eligible, the Medi-Cal program may ask you to provide additional information.





Need help with filling out the forms?

If you have questions about how to fill out the forms, call us at **1(888) 558-5858**, Monday–Friday, 8:30am–5:30pm. *Never send any personal health information through email.* Contact us safely and securely through our website at **sfhp.org/customerservice**. Be sure to include your name, phone number, and explain how we can help you or get help at our Service Center.



You may make an appointment with San Francisco Health Plan Enrollment Team at our Service Center located at 7 Spring Street. Call **1(415) 777-9992** for our Service Center current business hours and to schedule an in-person or phone appointment.

If you are or were pregnant

Your income will be re-evaluated around that time for continuation of family Medi-Cal benefits.



Your pregnancy is covered up to when your baby is born, and up to 60 days after.



Before Birth



Post Birth 60 Days



Before your baby is 60 days old, you must get your baby's Verification of Birth from the hospital and send it to:

Medi-Cal Office
Attn: [Your Caseworker]
P.O. Box 7988
San Francisco, CA 94120

Call the Medi-Cal Office at **1(415) 558-4700** for more information.

Under the Postpartum Care Extension Program, your Medi-Cal coverage can be extended for up to 12 months after the end of your pregnancy.



Solving Problems



Complaint/Grievance Process

If you have a problem with your health care services, talking with your doctor may be the best way to get any problems you may be having with your health care services resolved quickly. If the problem is not resolved, San Francisco Health Plan may be able to review your problem through the Grievance Process.

Filing a complaint or grievance is your right. San Francisco Health Plan 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 be disenrolled or lose eligibility for filing a complaint or grievance.

There are six ways to file a grievance

-  **1** Call us at **1(800) 288-5555**, Monday–Friday, 8:30am–5:30pm and request a Grievance Form.
-  **2** *Never send any personal health information through email.* File a grievance safely and securely **through our Member Portal** at **sfhp.org**.
-  **3** File a grievance **at your doctor's office**.
-  **4** **Visit our office** and file a grievance in person. Our Service Center address is:
7 Spring Street, San Francisco, CA 94104
Open for in-person assistance Tuesday and Thursday 8:30am–5:00pm; Wednesday 8:30am–4:00pm (closes at 3:00pm every 3rd Wednesday of the month).*
**Business hours subject to change.*
-  **5** **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
-  **6** **Download and complete a Grievance Form** in your language from our website at **sfhp.org/grievance**.

Time Frames for Grievances and Appeals

A Notice of Action letter is a formal letter telling you that a medical service has been denied, deferred or modified, or a claim has been denied or adjusted. If you receive a Notice of Action letter and you do not agree with the decision made for your medical treatment, you can file an **appeal**. You have sixty (60) days from the date on the Notice of Action to file an appeal with San Francisco Health Plan. If your complaint is not about a Notice of Action, you can file a **grievance**. You may file a grievance with San Francisco Health Plan at any time.

Within five (5) calendar days after we receive your grievance or appeal, we will send a letter to let you know that we received it. We can resolve most grievances within thirty (30) calendar days from the time we receive them. At that time, you will get a “Notice of Appeal Resolution Letter” or a “Grievance Resolution Letter.”

If you think waiting 30 days for an answer to your grievance or appeal will hurt your health, you may be able to get an answer within 72 hours. When filing your grievance or appeal, say why waiting will hurt your health. Make sure to ask for an **“expedited”** grievance or appeal.

If you filed an appeal and received a “Notice of Appeal Resolution” letter telling you that your health plan will still not provide the services, or you never received a letter telling you of the decision and it has been past 30 days, you can:

- Ask for an **“Independent Medical Review” (IMR)** and an outside reviewer that is not related to San Francisco Health Plan will review your case.
- Ask for a **“State Hearing”** and a judge will review your case

You can ask for both an IMR and State Hearing at the same time. You can also ask for one before the other to see if it will resolve your problem first. For example, if you ask for an IMR first, but do not agree with the decision, you can still ask for a State Hearing later. However, if you ask for a State Hearing first, but the hearing has already taken place, you cannot ask for an IMR. In this case, the State Hearing has the final say.

You will not have to pay for an IMR or State Hearing. Please read the IMR Process and State Hearing sections in this guidebook for more information.

Independent Medical Review (IMR) Process

You may ask for an Independent Medical Review (IMR) from the California Department of Managed Health Care (DMHC) if you disagree with a decision we made about your health care. An IMR is a review by a medical expert who is not part of San Francisco Health Plan. You do not have to pay for an IMR.

You usually need to file an appeal with us first before you ask DMHC for an IMR. We will tell you our decision in a Notice of Appeal Resolution. If you disagree with our decision or you do not hear from us within 30 days, then you may request an IMR. You must ask for an IMR within 180 days from the date of the Notice of Appeal Resolution.

If your health is in immediate danger or San Francisco Health Plan denied your request because the treatment is considered experimental or investigational, you can ask for an IMR without filing an appeal first.



California Department of Managed Health Care (DMHC)

The paragraph below will tell you how to request an IMR. The term “grievance” is talking about both “complaints” and “appeals.”

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **(415) 547-7800** or **(800) 288-5555** and use your health plan’s grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-466-2219)** and a TDD line **(1-877-688-9891)** for the hearing and speech impaired. The department’s internet website **www.dmhc.ca.gov** has complaint forms, IMR application forms and instructions online.



State Hearing

You may ask for a State Hearing if you disagree with a decision we made about your health care. At a State Hearing, you or your authorized representative can present your complaint to a judge who will review your case.

If you want a State Hearing, you must ask for one within 120 days from the date of the Notice of Appeal Resolution letter. You can ask for a State Hearing in the following ways:

- Online at **www.cdss.ca.gov**
- By phone: Call **1(800) 952-5253**. This number can be very busy. You may get a message to call back later. If you cannot speak or hear well, please call TTY **1(800) 952-8349**.
- In writing: Fill out a State Hearing form or send a letter to:
California Department of Social Services
State Hearings Division
P.O. Box 944243, Mail Station 9-17-37
Sacramento, CA 94244-2430
- Fax: **1(916) 309-3487** or toll-free at **1(833) 281-0903**

Be sure to include your name, address, telephone number, Social Security number, and the reason you want a State Hearing. If someone is helping you ask for a State Hearing, add their name, address, and telephone number to the form or letter. If you need an interpreter, say what language you speak. You will not have to pay for an interpreter.

If you have a disability, add information about your disability and the accommodation you need. The State Hearings Division will can get you an interpreter or special accommodations free of charge to help you participate in the hearing.

After you ask for a State Hearing, it could take up to 90 days to decide your case and send you an answer. If you think waiting that long will hurt your health, you might be able to get an answer within three working days. Ask your doctor or health plan to write a letter for you. The letter must explain in detail how waiting for up to 90 days for your case to be decided will seriously harm your life, your health, or your ability to attain, maintain, or regain maximum function. Then, make sure you ask for an “expedited hearing” and provide the letter with your request for a hearing.

Get Involved as a Member



SFHP wants to hear from you. Each year, SFHP has meetings to talk about what is working well and how SFHP can improve. Members are invited to attend. Come to a meeting!

Member Advisory Committee

The San Francisco Health Plan Member Advisory Committee is the place to voice concerns and give advice about how we can better serve our members. The committee is made up of health plan members and health care advocates. It works to improve the quality of care and to address the concerns of our members. The committee meets the first Friday of every month at the San Francisco Health Plan Service Center. If you are interested in participating on the Member Advisory Committee, contact San Francisco Health Plan Customer Service at **1(800) 288-5555**, Monday–Friday, 8:30am–5:30pm. *Never send any personal health information through email.* Contact us safely and securely through our website at **sfhp.org/customerservice**.



As a member of San Francisco Health Plan, you are very important to us. We want to make sure you get the health care you need, when you need it. Our Utilization Management team makes certain that the care and procedures you get, and the facilities you need, are timely and needed.

If you have any questions about utilization review, please call us at **1(415) 547-7800** or **1(800) 288-5555**, Monday–Friday, 8:30am–5:30pm. Our TTY line for the hearing impaired is **1(415) 547-7830** or **1(888) 883-7347**.

Your Rights and Responsibilities

As a San Francisco Health Plan member...

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
- Recognize 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 receiving services

Who Do I Call?



Call SFHP Customer Service

1(415) 547-7800

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

1(415) 547-7830 (TTY)

San Francisco Health Plan Customer Service answers questions you may have about your health care benefits and services. We can help you find information on health care choices that are available for you and your family. We can help you fill out your application.

- Change your PCP (doctor)
- Replace SFHP ID cards
- Get a Member Handbook or Summary of Benefits
- Assist with billing issues
- Update your contact information
- Report a complaint
- If you are having trouble scheduling appointments
- Apply for:
 - Medi-Cal
 - Covered California
- Answer medical benefits questions

Call Teladoc[®]

1(800) 835-2362

You can request to speak with a doctor from the comfort of your home wherever you have phone or internet access. It's FREE and you can skip the waiting room. Doctors are available any time day or night.

24/7 Talk to a Doctor



Call Your Primary Care Provider (PCP)

Your doctor and clinic who provide your medical needs.

- PCP (doctor) appointments
- Prescriptions/Durable Medical Equipment
- Lab and test results
- Care when you are sick or for emergencies
- Referrals for specialists
- After hours services
- Immunizations

Your PCP's phone number can be found on your Member ID Card



Call Medi-Cal 1(415) 558-4700

They make sure that you are qualified and tell you when to reapply.

- Applying for Medi-Cal
- Renewing your Medi-Cal
- Reinstatement if your coverage has stopped
- Approval for coverage
- If your application is on hold pending renewal
- Replace Benefits Identification Card (BIC)

Note: If your Medical Group is SFHP Direct Network (SDN), you will not see a PCP name and phone number



San Francisco Health Plan **Service Center**

Our Service Center is here to help you with enrollment assistance in the Medi-Cal program.

You can stop by or call us to get information on what health care access options are available to you and your family in the County of San Francisco. Call Customer Service at **1(415) 777-9992** for our current business hours and to make an in-person or phone appointment with an Enroller, today.

The Service Center is located at **7 Spring Street**. Spring Street is between Kearny and Montgomery Streets, where Chinatown and the Financial District meet. It is easy to get to our Service Center using public transportation, including Muni and BART.

The Service Center provides application assistance both in-person and by phone. You will receive the same quality service that you have come to expect from us, including support, health education materials, and information in a culturally respectful manner and in the language of your choice.



San Francisco Health Plan Service Center

7 Spring Street
San Francisco, CA

For current business hours and to schedule an in-person or phone appointment, please call our Customer Service at **1(415) 777-9992** Monday–Friday, 8:30am–5:30pm.

Other Important Contacts

Contact Information	Reason to Contact
<p>Carelon Behavioral Health 1(855) 371-8117 1(800) 735-2929 (TTY) Member.Services@ carelonbehavioralhealth.com</p>	<ul style="list-style-type: none"> ▪ Mental health counseling ▪ Behavioral Health Treatment
<p>California Children’s Services (CCS) 1(628) 217-6700</p>	<ul style="list-style-type: none"> ▪ Ask about CCS coverage
<p>Medi-Cal (San Francisco) 1(415) 558-4700 medi-cal.ca.gov</p>	<ul style="list-style-type: none"> ▪ Report change of address, phone number, or last name ▪ Billing question
<p>Medi-Cal Connections 1(415) 558-4700 dhcs.ca.gov</p>	<ul style="list-style-type: none"> ▪ Questions about BIC Card ▪ Get a new BIC Card
<p>Medi-Cal Dental 1(800) 322-6384 smilecalifornia.org</p>	<ul style="list-style-type: none"> ▪ Find a dentist
<p>Medi-Cal Rx 1(800) 977-2273 medi-calrx.dhcs.ca.gov</p>	<ul style="list-style-type: none"> ▪ Find a pharmacy ▪ Ask about your pharmacy benefits
<p>Office of the Ombudsman for Medi-Cal 1(888) 452-8609 MMCDOmbudsmanOffice@dhcs.ca.gov</p>	<ul style="list-style-type: none"> ▪ Help with Medi-Cal service problems
<p>San Francisco Behavioral Health Services 1(415) 255-3737 (Local) 1(888) 246-3333 (Toll-Free) 1(888) 484-7200 (TTY) sfdph.org</p>	<ul style="list-style-type: none"> ▪ Get specialty mental health services ▪ Get substance use disorder services

<p>Teladoc* 1(800) 835-2362 sfhp.org/teladoc Kaiser members and some members who also have Medicare coverage are not eligible for Teladoc services.</p>	<ul style="list-style-type: none"> ▪ If you cannot reach your doctor during the day or after hours
<p>VSP Vision Care 1(800) 877-7195 vsp.com</p>	<ul style="list-style-type: none"> ▪ Find an eye doctor ▪ Ask about your vision benefits

Use this section to keep a record of important contact numbers for your providers and facilities.

Your Primary Care Provider

Your Hospital

Your Pharmacy

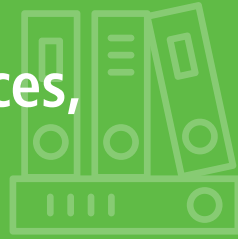
Your Emergency Contact Number

Your Dad's or Parent/Guardian
Cell Phone

Your Mom's or Parent/Guardian
Cell Phone

Your Day Care/Babysitter

Resources, References, and Records



Group Wellness Classes

All San Francisco Health Plan members are offered free health and safety classes, support groups, and reading materials. To get information on classes, call San Francisco Health Plan Customer Service at **(1800) 288-5555**, Monday–Friday, 8:30am–5:30pm.

The following classes, support groups, and programs are commonly available:

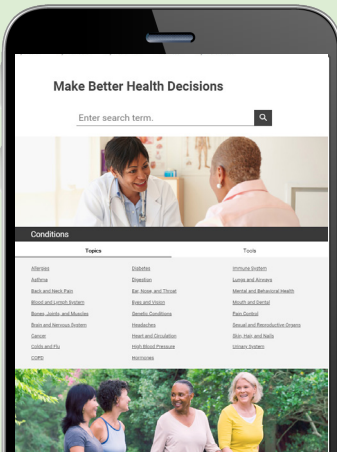
- Childbirth
- Parenting
- Nutrition
- Asthma
- Quit Smoking
- HIV/AIDS Support
- Diabetes Education and Management
- Cancer Support
- And more

FREE
classes, support groups,
and programs available –
sign up today!

Health Education Online

Visit our online Health Education Library at **sfhp.org/health-ed** for information on topics such as asthma, nutrition, back pain, and prenatal and postpartum care.

Are there health education materials you would like us to provide through our website? Contact us safely and securely through our website at **sfhp.org/customerservice**.



Health Education Library

Our Member Portal has a library on many wellness topics. There are interactive tools for health and fitness, medications, pregnancy, a symptom checker, and learning centers to help you make better health decisions. Log in at **sfhp.org**.

Member Portal Login

Provider Record

Use this chart to track provider names and phone numbers. Also keep track of past and future provider visits.

Date of Visit	Provider or Clinic	Phone	Next Visit?
8/15/23	Dr. Miller	1(415) 547-7800	1 year (Check-up)

Date of Visit	Specialist	Phone	Next Visit?

Date of Visit	Eye Doctor (Optometrist)	Phone	Next Visit?

Definitions

- > **Benefits** are medical services that San Francisco Health Plan pays for (also called Covered Services).
- > A **Grievance** or **Complaint** is a member's verbal or written expression of dissatisfaction about SFHP, a provider, or the quality of care or services provided.
- > **Managed Care** is a system that tries to control the cost and quality of the medical services and treatments people receive.
- > **Medical Group** is a group of doctors who have a business together. These doctors contract with a health plan to provide services to members.
- > **Member** is a person who is enrolled in a San Francisco Health Plan program.
- > **Member Guidebook** is a document that explains your coverage and benefits.
- > **Member Handbook** is a document that explains your coverage and benefits.
- > **Member ID Card** is a card that identifies you as a member of San Francisco Health Plan.
- > **Physician's Assistant (PA)** is a health professional who is not a doctor, but who provides care to patients. A doctor supervises a PA.
- > **Preventive Care** is health care service that helps prevent disease. Flu shots and Pap smears are examples of preventive care.
- > **Primary Care Provider (PCP)** Is the doctor, nurse practitioner, physician's assistant, or clinic who is in charge of your health care. Your PCP coordinates your health care services and treatment.
- > **Providers** are doctors, clinics, pharmacies, hospitals, and others who provide care to members.
- > **Provider Directory** is a listing of all the providers who provide services for a given program.
- > **Referral** is a request from one provider to another to see you for a specific reason. Providers and health plans can make referrals.
- > **Routine** or primary care includes medically necessary services and preventive care, well child visits, or care such as routine follow-up care. The goal of routine care is to prevent health problems.
- > **Summary of Benefits** is the document that provides an overview of your covered benefits.
- > **Urgent Care** is services provided to treat a non-emergency illness, injury or condition that requires medical care.

Your Health Information Is Just a Click Away

Visit our safe and secure **Member Portal**

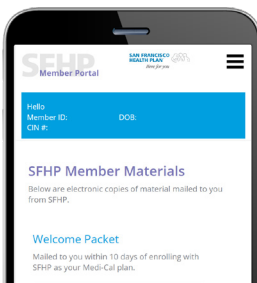
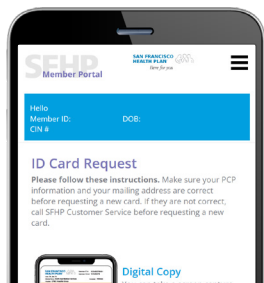
Member Portal Login



Member ID Card

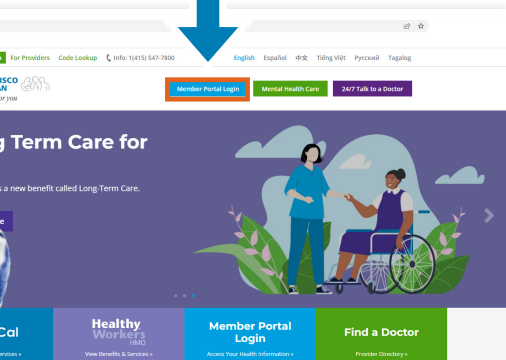
Member Materials

My Medications



Register Today

Access your health information anytime from anywhere you have internet access. Past health visits, ID Card requests, your medicines, provider information, and more are easy to find through our safe and secure Member Portal.



Visit sfhp.org on your computer or your smartphone

**SAN FRANCISCO
HEALTH PLAN**



Here for you



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[@sanfranciscohealthplan](https://www.facebook.com/sanfranciscohealthplan)