

Dear Member:

Welcome to San Francisco Health Plan!

Thank you for choosing San Francisco Health Plan. Your health is important to us. Our doctors (also known as Primary Care Providers) will work with you to take care of all your health care needs. Our Customer Service representatives are available to answer any questions about your Health Plan Membership.



It's important to schedule an initial check-up visit with your Primary Care Provider so that he or she can get to know you and your health care needs. It's best to see your Primary Care Provider before you get sick. **An appointment should be made within the first 4 months of joining San Francisco Health Plan.** Please call Customer Service if you need help scheduling your first appointment.



A Member Identification (ID) card for each covered member in your family is mailed to you in a separate envelope. The Member ID card has your Primary Care Provider's name and telephone number on it. **You must bring your Member ID card each time you see your Primary Care Provider or your pharmacist.** If you would like to change your Primary Care Provider, please call us at **1(415) 547-7800** or **1(800) 288-5555**.



You can find more member materials including your Member Handbook, Drug Formulary and more online at **sfhp.org** or on our Member Portal. Your Member Handbook has detailed information about the health care services covered by your program.

The enclosed materials include information about San Francisco Health Plan and how to access services. Keep these materials for easy reference.



Member Guidebook:

Information about San Francisco Health Plan and how to access services.



If you have questions about your membership, we are here to help. Call us at **1(415) 547-7800** or **1(800) 288-5555**, Monday – Friday, 8:30am to 5:30pm.

Sincerely,

San Francisco Health Plan