



# Member Resource Guide

**SAN FRANCISCO HEALTH PLAN™**



*Here for you*

This is a list of resources that are available to SFHP Medi-Cal members. There is a full list of all benefits and services in your Member Handbook and on [sfhp.org](https://sfhp.org).

## **MATERNAL AND CHILD SERVICES**

### **Breast Pump and Breastfeeding Services (SFHP members only)**

**San Francisco Health Plan:**

**1(800) 288-5555**

**[sfhp.org](https://sfhp.org)**

San Francisco Health Plan gives supplies and services to people who have just given birth.

These may include:

- Electric breast pumps
- Breastfeeding/Chest feeding supplies
- Counseling
- Human breast milk, if needed

These services need a prescription. Services are free for the first 60 days but may keep going if needed.

Call your doctor's office to ask for these services.

### **California Children's Services (CCS)**

**1(628) 217-6700**

**[dhcs.ca.gov](https://dhcs.ca.gov)**

The CCS program funds diagnostic and health care services, medical case management, and physical and occupational therapy. These services are for children under 21 years with certain health issues.

Some of these issues include, but are not limited to:

- Chronic health conditions like Cystic Fibrosis or Heart Disease
- Cancer
- Painful injuries
- Infectious diseases with serious symptoms



### **Comprehensive Perinatal Services Program (CPSP)**

**311 or 1(800) 300-9950**

**[cdph.ca.gov/Programs/CFH/DMCAH/CPSP/](https://cdph.ca.gov/Programs/CFH/DMCAH/CPSP/)**

CPSP funds a wide range of services to people who are pregnant from the start of pregnancy until 60 days after birth.

As well as standard prenatal care, CPSP gives enhanced services in the areas of:

- Nutrition
- Mental health
- Health education

This approach has been shown to lead to healthier pregnancies and babies.

### **Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Well-Child Visits**

**San Francisco Children's Medical Services:**

**1(628) 217-6700**

EPSDT services are available to children with Medi-Cal under age 21.

Some of these are:

- Routine well child visits
- Diagnosis and medical care for people with certain health issues
- Private duty nursing
- Physical, occupational, and speech therapies

### **First 5 California (California Children and Families Commission)**

**1(628) 652-7000**

**[first5sf.org](https://first5sf.org)**

First 5 California is dedicated to improving the lives of California's children ages 0-5 years, and their households. It does this through education, health services, childcare, and other key programs.

First 5 California supports early education, healthcare for children, systems change, and family support.

You can find the First 5 California Kit for New Parents at [apps.cfcf.ca.gov/First5ParentingKits](https://apps.cfcf.ca.gov/First5ParentingKits) or by calling **1(916) 263-1050**.

Please contact SFHP Customer Service at **1(800) 288-5555** or **1(415) 547-7800**.

TDD/TTY Customer Service **1(888) 883-7347**. Monday through Friday 8:30am to 5:30pm.

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## San Francisco Head Start & Early Head Start Programs [caheadstart.org](http://caheadstart.org)

San Francisco Head Start/Early Start programs give early childhood education and other care to low income children and households in San Francisco. They do this through their center-based and home-based programs and through partners.

## TALK Line Family Support Center 1(415) 441-KIDS (5437) [safeandsound.org/for-parents/](http://safeandsound.org/for-parents/)

The TALK Line Family Support Center supports the health of families through programs such as:

- A 24-hour crisis and counseling line
- Parent and child counseling
- Parent drop-in center
- Children's playroom
- Respite program
- Support and education groups
- Family events

## Vaccine Information Statements (VIS)

VIS are fact sheets made by the Centers for Disease Control and Prevention (CDC) that explain both the benefits and risks of vaccines.

Federal law says that the most up-to-date VIS must be given to and read by the patient or the parent/legal representative before giving any vaccine.

To download the newest VIS:  
[cdc.gov/vaccines/pubs/vis](http://cdc.gov/vaccines/pubs/vis)

## Women, Infants and Children (WIC) Supplemental Nutrition Program 1(415) 575-5788 [sfdph.org](http://sfdph.org)

WIC serves pregnant or breastfeeding people, people who have recently given birth, and children under 5.

Services include:

- Free food vouchers
- Nutritional counseling
- Breastfeeding support



## DENTAL SERVICES

SFHP does not offer dental coverage. Below are some places to call to learn about dental care.

- **Medi-Cal:**  
Denti-Cal (20 years old and under)  
**1(800) 322-6384**
- **Healthy Workers HMO:**  
(In-Home Supportive Services members only):  
**Liberty Dental Plan**  
**1(888) 703-6999**

## SPECIALTY MENTAL HEALTH BENEFITS

### San Francisco Behavioral Health Services (SFBHS)

Access Hotline:

**1(888) 246-3333**  
[sfdph.org](http://sfdph.org)

SFBHS services include assessment, diagnosis, and treatment for mental health and/or substance abuse problems.

### Asking for Services:

You can get a list of clinics by calling  
**1(415) 255-3737.**

## For Crisis Services:

- **Crisis services for people under 18**, call Comprehensive Child Crisis Services.

They can help 24/7. Call  
**1(415) 970-3800.**

- **For crisis services for people 18 years old and over**, call the Mobile Crisis Unit at  
**1(415) 970-4000.**

## VISION BENEFITS

SFHP does not offer vision coverage. Below are some places to call to learn about vision care.

### VSP Vision Care 1(800) 877-7195 [vsp.com](http://vsp.com)

People who have VSP can get eye exams through VSP. Frames and lenses are covered for members 21 years and younger.

## LIVING ASSISTANCE SERVICES

### Department of Aging and Adult Services (DAAS) Intake Center

**1(415) 355-6700** or **1(800) 510-2020**  
TDD/TTY **1(415) 355-6756**  
[sfhsa.org/about/departments/departments-disability-and-aging-services-das](http://sfhsa.org/about/departments/departments-disability-and-aging-services-das)

Intake Care gives 24-hour care for older adults and adults with disabilities, caregivers, and community-based groups.

The intake program also makes referrals for:

- Adult Protective Services
- In-Home Supportive Services
- Home delivered meals for seniors (60+ years)
- The Community Living Fund

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## Multi-Purpose Senior Services Program

**Institute on Aging:**

**1(415) 750-4111**

**ioaging.org**

This program helps eligible people over 65 and older who would rather live at home than in a nursing facility. It is designed to help them stay independent while living at home.

Some of the services are:

- Adult day care
- Case management
- Protective supervision
- Chore and personal care support
- Meal support
- Transportation
- Housing
- Legal help, and
- Respite care

## Nursing Facility Waiver Program

**dhcs.ca.gov**

Nursing Facility Waiver services are for people with Medi-Cal of any age.

They provide in-home support with daily activities, like:

- Protective supervision
- Private duty nursing
- Environmental change
- Case management

## Self Help for the Elderly

**1(415) 677-7600**

**selfhelpelderly.org**

Self Help for the Elderly runs a range of programs, like job services, training, and social activities for people who are more independent. They also have

services like in-home support and residential board and care for those who are frail.

## Community-Based Adult Services (CBAS)

**1(415) 547-7818 ext. 7084**

CBAS gives long-term community-based care for frail elders and adults with disabilities who have Medi-Cal. This care happens at nine CBAS centers.

Basic CBAS benefits include:

- Help with nutrition
- Nursing care
- Therapeutic activities (like physical therapy and social therapy)
- Social services
- Personal care
- Group and individual events



## DISABILITY SERVICES

### California Relay Services (CRS)

**CRS operator:**

**711 or 1(800) 735-2929**

When a TDD/TTY is not on hand, you can communicate with your doctor using an operator.

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a tool such as TDD/TTY or SMS, to type to an operator. The operator reads the type

to a hearing person. The operator then types the hearing person's spoken words to the caller. This service can also be used to call someone who uses a TDD/TTY.

Help is available 24/7, 365 days a year, and all the calls are private.

## Early Start Program (Part of Golden Gate Regional Center)

**1(415) 546-9222**

**ggrc.org**

The Early Start program serves children under age 3 who have developmental delays. These delays may be mental, physical (motor, eyesight, and hearing), communication, social/emotional, and adaptive.

The program gives a wide range of services, like speech and hearing evaluations and care.

## Genetically Handicapped Persons Program (GHPP)

**1(213) 897-3574**

**Email: GHPPEligibility@dhcs.ca.gov**  
**dhcs.ca.gov**

GHPP arranges care and pays health care costs for eligible people over age 20 with certain diseases. These include genetically passed diseases like hemophilia and sickle cell disease, and metabolic problems like phenylketonuria (PKU).

## Golden Gate Regional Center (GGRC)

**1(415) 546-9222**

**ggrc.org**

GGRC serves the needs of eligible people with developmental disabilities. GGRC gives home and community-based services for people with a developmental disability diagnosed before the age of 18 that is likely to last for a long time.

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## Independent Living Resource Center (ILRCSF)

1(415) 543-6222

[ilrcsf.org](http://ilrcsf.org)

Independent Living Resource Center (ILRCSF) is a disability rights advocacy and support group serving people with all disabilities.

Programs and care include:

- Information and referrals
- Assistive technology education and support
- Peer counseling
- Housing counseling
- Benefits and job planning
- Individual support
- Benefits eligibility
- Transitioning from institutional living
- Self-support training

## Lighthouse for the Blind and Visually Impaired

1(415) 431-1481 or

TDD/TTY: 1(415) 431-4572

[lighthouse-sf.org](http://lighthouse-sf.org)

Lighthouse provides services for people with eyesight loss or impairment.

Care includes:

- Social workers
- Rehab experts who give life skills training (i.e. magnification and lighting to enhance eyesight; going up and down steps and curbs; using public transit; using a cane)
- Access to video magnifiers and audio or Braille books
- Adaptive aids
- Helpers who can help with weekly tasks

You can get adaptive aids in person or online at [adaptations.org](http://adaptations.org).

Products available include:

- Talking watches and clocks
- Magnifiers
- Video magnifiers
- White canes
- And more

## Video Relay Services

1(866) 756-6729

[sorensonvrs.com/contact\\_customer\\_service](http://sorensonvrs.com/contact_customer_service)

Services such as Video Relay Services help communication between people who use sign language and non-signers. The first person signs with the translator using video. Then the translator passes along the message to the non-signer by voice.



## COMMUNICABLE DISEASES

### HIV Counseling, Education, and Testing

1(415) 487-5500

[sfcityclinic.org](http://sfcityclinic.org)

San Francisco City Clinic gives private HIV counseling, education, testing, and follow-up care. People under age 21 who are confirmed HIV positive may be able to use CCS.

### HIV/AIDS Waiver Program

#### West Side Community Services:

1(415) 355-0311

[westside-health.org](http://westside-health.org)

This program gives people on Medi-Cal with a written diagnosis of

symptomatic HIV or AIDS:

- Case management
- In-home skilled nursing
- Home-delivered meals
- Non-emergency transportation

To qualify, you cannot be in the Medi-Cal hospice or the AIDS Case Management Program at the same time.

## STI Testing

1(415) 487-5500

[sfcityclinic.org](http://sfcityclinic.org)

San Francisco City Clinic provides confidential Sexually Transmitted Infection prevention, screening, diagnosis, treatment, and counseling.

All people 12 years and older can get STI testing without disclosure or consent from a parent.

## Tuberculosis Directly Observed Therapy (DOT) Assistance Program

1(628) 206-8524

The Department of Public Health's TB Control Unit provides consultation, testing and evaluation. TB DOT staff observe patients taking prescribed tuberculosis medication. If needed, they will deliver the medication to any place.

## GOVERNMENT SPONSORED PROGRAMS

### Access for Infants and Mothers (AIM)

1(800) 433-2611

AIM offers care to people who are pregnant who qualify.

This care may include:

- Prenatal care
- Hospital care
- Preventive care
- Primary care
- Specialty health care

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## Every Woman Counts

**1(800) 511-2300**

**[dhcs.ca.gov/services/cancer/EWC](https://dhcs.ca.gov/services/cancer/EWC)**

Every Woman Counts offers services for breast and cervical cancer to low-income women. These include screening and diagnostic services.

## Family PACT

**1(916) 650-0414**

**[familypact.org](https://familypact.org)**

Family PACT offers confidential comprehensive family planning services.

These include:

- STI testing and treatment
- Sterilization
- Pregnancy testing

## Healthy Workers HMO

**IHSS Public Authority:**

**1(415) 243-4477**

**City & County of San Francisco**

**Department of Human Resources:**

**1(415) 557-4942**

Healthy Workers HMO is a health insurance program run by San Francisco Health Plan.

It is offered to providers of In-Home Support Services (IHSS) and some temporary, exempt as-needed employees of the City and County of San Francisco.

## Healthy San Francisco (HSF)

**City Information Line:**

**311 or 1(415) 615-4555**

**[healthysanfrancisco.org](https://healthysanfrancisco.org)**

HSF gives low cost health care services to uninsured people living in San Francisco. It's a way for uninsured San Franciscans to get basic, ongoing, quality health care.

## Medi-Cal

**Medi-Cal Health Connections:**

**1(415) 863-9892**

**[dhcs.ca.gov](https://dhcs.ca.gov)**

Medi-Cal offers comprehensive preventive, primary, and specialty health care including:

- Medical office visits
- Vision care
- Dental care
- Mental health services
- Hospitalizations
- Prescription medications

## Medi-Cal Health Care Options (HCO)

English.....**1(800) 430-4263**

Spanish.....**1(800) 430-3003**

Cantonese.....**1(800) 430-6006**

TDD/TTY.....**1(800) 430-7077**

**[healthcareoptions.dhcs.ca.gov](https://healthcareoptions.dhcs.ca.gov)**

Health Care Options gives people with Medi-Cal resources to make choices about Medi-Cal Managed Care.



## SAN FRANCISCO HEALTH PLAN

Inclusion of a service in this guide does not guarantee that it is a benefit for San Francisco Health Plan members. For specific information on covered and excluded services, please refer to the SFHP Member Handbook at **[sfhp.org](https://sfhp.org)**.

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