San Francisco Health Network is a community of top-rated clinics, hospitals and programs operated by the San Francisco Health Department. They connect San Franciscans to quality health care. Every year they serve more than 100,000 people in clinics and hospitals, such as Castro Mission, Chinatown, and Southeast Health Centers, Zuckerberg San Francisco General and Laguna Honda Hospital and Rehabilitation Center. As the city’s public health system they also provide emergency, trauma, mental health, and substance use care to any San Franciscan who needs it. The Health Network is dedicated to empowering all San Franciscans, without exception, to live the healthiest lives possible.

Routine & Preventive Care

Primary Care Provider (PCP)
Your PCP is your first point of contact for non-emergency, routine, and urgent medical needs.

Pharmacy Services
You can get a listing of Pharmacies by contacting Medi-Cal Rx at Medi-CalRx.dhcs.ca.gov or call 1(800) 977-2273.

Mental Health Care
If you need to talk to someone, you can get an appointment with a psychologist or psychiatrist by calling Beacon Health Options at 1(855) 371-8117.

Hospital Care
Zuckerberg San Francisco General Hospital and Trauma Center
1(628) 206-8000
1001 Potrero Avenue
Unless it is an emergency, you must first contact your PCP. An emergency is when you have a condition that endangers your life, are in extreme or intense pain, have serious difficulty breathing, or may have a broken bone.
If you have a medical emergency, call 911 or go to the closest emergency room for help.

Afterhours Care

Urgent Care
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.
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:
ZSFG - Adult Urgent Care Center
1(628) 206-8000
1001 Potrero Avenue
M-F 8:00am-8:00pm; SAT-SUN 8:00am-4:00pm
Or you can go to any Urgent Care Clinic near you.

Teladoc® Talk to a Doctor 24/7 FREE
You can have a phone or video consultation with a Teladoc doctor, 24 hours a day, 7 days a week.
1(800) 835-2362
sfhp.org/teladoc

Dental & Vision Care
For information on dental services, call
Medi-Cal Dental at 1(800) 322-6384
For information on vision care, call
VSP Vision Care at 1(800) 877-7195
Please check your Member Handbook to see what benefits are included in your plan.

See the other side for who to call for Customer Service
Who Do I Call?

Call SFHP Customer Service
1(415) 547-7800
1(800) 288-5555 (toll-free)
1(415) 547-7830 (TDD/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.

• Change your PCP (doctor)
• Replace SFHP ID cards
• 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
• And more

Call Medi-Cal
1(415) 863-9892

Medi-Cal Office
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)

Get Connected to Your Health Information

Access your health information anytime from anywhere you have internet access with SFHP HealthLink, our safe and secure Medi-Cal Member Portal:

• Search our health education library
• Request a new ID Card
• View your medications
• Change your PCP
• Get program and benefit updates
• See your personal health record
• And more!

SFHP HealthLink helps you stay on top of your health care!