How to get services in your care network

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.

San Francisco Health Network

Routine & Preventive Care

Primary Care Provider (PCP)

Your PCP is your first point of contact for non-emergency, routine, and urgent medical needs.

> **SAN FRANCISCO HEALTH PLAN**
> Member ID #: **12345678901**
> Member CIN #: **123456789**
> DOB: **26-Jan-74**
> Medical Group: **San Francisco Health Network**   Language: **English**
> Hospital: **Zuckerberg San Francisco General Hospital and Trauma Center**
> PAT LEE
> Program: **Medi-Cal**   sfhp.org
> Clinic: Richard H. Fine People's Clinic
> Primary Care Provider (PCP): **Richard H. Fine People's Clinic**
> PCP Address: 1001 Potrero Avenue, 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

Your PCP's phone number and address is on your Member ID Card

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 **Carelon Behavioral Health** 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) 206-8052
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 →

SAN FRANCISCO HEALTH PLAN™
Here for you

Medi-Cal

Who Do I Call?

SAN FRANCISCO HEALTH PLAN™

Here for you

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
- Resolve prescription drug and durable medical equipment issues
- Apply for:
  - Medi-Cal
  - Covered California
- Answer medical benefits questions
- And more

Medi-Cal

Call **Medi-Cal**
1(415) 558-4700

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)

STATE OF CALIFORNIA
BENEFITS IDENTIFICATION CARD
ID No. 01234567A95052
JOHN Q RECIPIENT
05 20 1991 **Issue Date** 09 19 21

State of California
Benefits Identification Card
ID No. 0123456789
JOHN Q. RECIPIENT
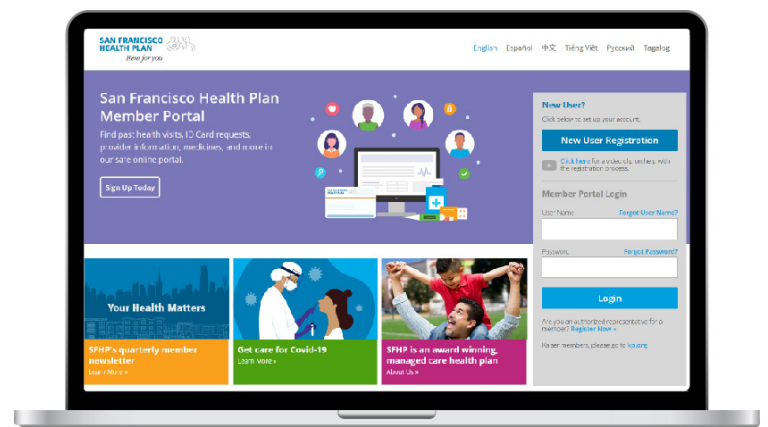M 05 20 2002   Issue Date 03 01 08

Get Connected to Your Health Information

Access your health information anytime from anywhere you have internet access with our 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!**

Our Member Portal Helps You Stay on Top of Your Health Care.

SAN FRANCISCO HEALTH PLAN™
Here for you

Medi-Cal

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