

# Community Resource Guide



This guide is a list of community resources and waiver programs available to your patients. Some of these services are contingent on membership. It is not intended to be a comprehensive list.

## MATERNAL AND CHILD SERVICES

### Breast Pump and Lactation Services (SFHP members only)

San Francisco Health Plan:  
**1(800) 288-5555**

[sfhp.org/providers/provider-tools/benefits-grid](https://sfhp.org/providers/provider-tools/benefits-grid)

San Francisco Health Plan provides new mothers with free electric breast pumps, lactation supplies, counseling, and human breast milk, if medically necessary, from the Mothers' Bank of California. These services require a provider's prescription. Services are free for the first 60 days, but may be continued if medically justified.\*

\* Contact your medical group's authorization department to obtain these services.

### California Children's Services (CCS) **1(415) 575-5700**

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

The CCS program provides funding for diagnostic and treatment services, medical case management, physical and occupational therapy services to children under 21 years with CCS eligible medical conditions. Examples of CCS eligible conditions include, but are not limited to, chronic medical conditions such as cystic fibrosis, hemophilia, cerebral palsy, heart disease, cancer, traumatic injuries, and infectious diseases producing major sequelae.

### 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 is a Medi-Cal reimbursement program that funds a wide range of services to pregnant women from conception through 60 days postpartum. Medi-Cal providers may apply to become approved CPSP providers. In addition to standard obstetric services, women receive enhanced services in the areas of nutrition, psychosocial, and health education from approved CPSP providers. This approach has been shown to reduce both low birth weight rates and health care costs for women and infants.

### Early and Periodic Screening, Diagnosis and Treatment (EPSDT)

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

**1(415) 575-5700**

The following EPSDT services are available to low-income children with Medi-Cal or managed Medi-Cal under age 21:

- Routine well child checks through the Child Health and Disability Prevention Program (CHDP)
- Diagnosis and treatment for persons with specific medical conditions

- Private duty nursing
- Physical, occupational, and speech therapies
- Pediatric day health care facilities

### 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 young children, ages 0–5 years, and their families through a comprehensive system of education, health services, childcare, and other crucial programs. First 5 California assists public agencies, non-profit organizations and parent groups in nurturing early education, pediatric health care, systems change, and family support.

The First 5 California Kit for New Parents is available at

[ccfc.ca.gov/kit.asp](https://ccfc.ca.gov/kit.asp) or by calling **1(800) KIDS-025**.

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

San Francisco Head Start/Early Start programs provide early childhood education and other services to low-income children and families in San Francisco through its center-based and home-based programs as well as through delegated and partner agencies.

Please contact Provider Relations at **1(415) 547-7818 ext. 7084** or [provider.relations@sfhp.org](mailto:provider.relations@sfhp.org) with any questions.

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## **San Francisco Unified School District** **sfusd.edu/sped**

The school district is responsible for developing an Individual Education Plan (IEP) or Individual Family Service Plan (IFSP) if a student qualifies. SFHP and the member's PCP may be relied upon to provide and cover medically necessary services that are included in the IEP or IFSP.

## **Safe & Sound TALK Line** **1(415) 441-KIDS (5437)** **safeandsound.org**

The TALK Line Family Support Center works to promote the health of families through a variety of programs, including a 24-hour crisis and counseling line, parent and child counseling, parent drop-in center, children's playroom, respite program, support and education groups, and family events.

## **Vaccines for Children (VFC)** **1(877) 243-8832** **eziz.org**

The VFC program provides free vaccines to enrolled providers for administration to children eligible for Medi-Cal, CHDP, or to uninsured children ages 0–18. SFHP Medi-Cal providers must call Vaccines for Children to enroll to receive vaccines by mail for Medi-Cal patients.

## **Vaccine Information Statements (VIS)**

VIS are information sheets produced by the Centers for Disease Control and Prevention (CDC) that explain to vaccine recipients, their parents, or their legal representatives both the

benefits and risks of a vaccine. Federal law requires that the most current VIS be given to and read by the patient or the parent/legal representative prior to giving any vaccine.

To download current VIS:  
**cdc.gov/vaccines/pubs/vis**

## **Women, Infants and Children (WIC) Supplemental Nutrition Program** **1(415) 575-5788**

**sfdph.org**

WIC serves pregnant or breast-feeding women, women who have recently had a baby, and children under 5. Services include free food vouchers, nutritional counseling, and breastfeeding support.



## **DENTAL BENEFITS (CARVE OUT)**

To make a dental referral, instruct the patient to contact the appropriate dental service provider as listed below:

- **Medi-Cal:**  
Medi-Cal Dental  
(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 (CARVE OUT)**

### **San Francisco Behavioral Health Services (SFBHS)**

**Access Hotline:**  
**1(888) 246-3333**  
**sfdph.org**

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

### **Requesting Services:**

A directory of clinics can be obtained by calling **1(415) 255-3737**.

### **For Crisis Services:**

- **For crisis services for clients under the age of 18,** call Comprehensive Child Crisis Services. They provide 24/7 services and can be reached at **1(415) 970-3800**.
- **For crisis services for clients 18 years old and over,** call the Mobile Crisis Unit at **1(415) 355-8300**.

## **VISION BENEFITS (CARVE OUT)**

**VSP Vision Care**  
**1(800) 877-7195**  
**vsp.com**

Persons assigned to VSP may obtain eye exams through VSP. Frames and lenses are covered for members 21 years and younger.

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## LIVING ASSISTANCE SERVICES

**Department of Aging and Adult Services (DAAS) Intake Center**  
**1(415) 355-6700** or **1(800) 510-2020**  
TTY **1(415) 355-6756**  
**sfgov.org/daas**

Intake Services provide 24-hour services for older adults and adults with disabilities, caregivers, and community-based organizations. The intake program also processes referrals for Adult Protective Services, In-Home Supportive Services, home delivered meals for seniors (60+ years), and the Community Living Fund.

### Multi-Purpose Senior Services Program

**Institute on Aging:**  
**1(415) 750-4111**  
**ioaging.org**

This state and federally-funded program is an alternative to institutionalization for eligible adults 65 years old and over. It is designed to help them remain independent while living at home. Services include adult day care, case management, protective supervision, chore and personal care assistance, meal assistance, transportation, housing, legal help, and respite care.

### Nursing Facility Waiver Program

**1(916) 552-9400**  
**dhcs.ca.gov**  
Nursing Facility Waiver services are provided to Medi-Cal recipients of any age who need in-home assistance with activities of daily living, protective supervision, private duty nursing, environmental adaptation, and case management.



### Self Help for the Elderly

**1(415) 677-7600**  
**selfhelpelderly.org**  
Self Help for the Elderly is a multi-service organization that provides a range of programs, including employment, training, and social activities for those who are more independent and in-home assistance and residential board and care for those who are frail.

### Community-Based Adult Services (CBAS)

**1(415) 547-7818 ext. 7084**  
CBAS is a Medi-Cal benefit that provides long-term community based care for frail elders and disabled adults at nine certified CBAS centers. Basic CBAS benefits include nutrition services, professional nursing care, therapeutic activities (i.e., physical therapy, social therapy, etc.), social services, personal care services, and group and individual activities

## DISABILITY SERVICES

### California Relay Services (CRS)

**711** or **1(800) 735-2929**  
When a TTY is not available in your office, you and a patient can communicate with one another using an operator. A person who is deaf, hard-of-hearing, deaf-blind, or speech-

disabled uses an electronic medium, such as TTY or SMS, to type his/her conversation to a Relay Operator who then reads the typed conversation to a hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the caller. This service can also be used to call someone who uses a TTY. Service is available 24/7, 365 days a year, and all communications are confidential.

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

**1(415) 546-9222**  
**ggrc.org**  
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 speech and hearing evaluations and treatment.

### Genetically Handicapped Persons Program (GHPP)

**1(916) 327-0470** or **1(800) 639-0597**  
**dhcs.ca.gov**  
GHPP is a state-funded program that coordinates care and pays medical costs for eligible persons over age 20 with genetically transmitted diseases such as hemophilia, cystic fibrosis, and sickle cell disease, as well as metabolic disorders such as phenylketonuria (PKU).

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## **Golden Gate Regional Center (GGRC)**

**1(415) 546-9222**

**ggrc.org**

GGRC is a state federally funded program that serves the needs of persons with developmental disabilities. GGRC also provides home and community based services for eligible persons with a developmental disability diagnosed prior to the age of 18 that is likely to continue indefinitely.

## **Independent Living Resource Center (ILRCF)**

**1(415) 543-6222 ext. 1100**

**ilrcsf.org**

Independent Living Resource Center (ILRCF) is a disability rights advocacy and support organization serving people with all disabilities. Programs and services include information and referrals services, assistive technology education and support, peer counseling, housing counseling, benefits and employment planning, individual advocacy, benefits eligibility, transitioning from institutional living, and self advocacy training.

## **Lighthouse for the Blind and Visually Impaired**

**1(415) 431-1481** or

**TTY 1(415) 431-4572**

**lighthouse-sf.org**

Lighthouse provides services for those experiencing vision loss or impairment. Services include social workers, rehabilitation specialists who provide life skills training (e.g., magnification and lighting to enhance vision; negotiating steps, stairs and curbs; using public transportation;

walking with a cane), access to video magnifiers and audio or Braille books, adaptive aids, and volunteers who can assist with weekly tasks.

Products available include talking watches and clocks, magnifiers, video magnifiers, white canes, and more.

## **Video Relay Services**

**1-866-FAST-VRS (327-8877)**

**sorensonvrs.com**

Videoconferencing is commonly used by the signing deaf. Services such as Video Relay Services facilitate communication between signers and non-signers. The signer communicates with the interpreter via video camera, whereupon the interpreter relays the conversation to the non-signer via voice.

## **COMMUNICABLE DISEASES**

### **HIV Counseling, Education, and Testing**

**1(415) 487-5500**

**sfcityclinic.org**

San Francisco City Clinic provides confidential HIV counseling, education, testing, and follow-up services. Infants, children, and adolescents under age 21 who are confirmed HIV positive may be eligible for CCS (see page 1).

### **HIV/AIDS Waiver Program**

**West Side Community Services:**

**1(415) 355-0311**

**westside-health.org**

This program provides Medi-Cal recipients with a written diagnosis of symptomatic HIV or AIDS with case management, in-home skilled nursing care, home-delivered meals,

and non-emergency transportation. Qualified persons cannot be simultaneously enrolled in either the Medi-Cal hospice or the AIDS Case Management Program.

### **STI Testing**

**1(415) 487-5500**

**sfcityclinic.org**

San Francisco City Clinic provides confidential Sexual Transmitted Infection prevention, screening, diagnosis, treatment, and counseling. Services for SFHP members do not require prior authorization. Anyone 12 years and older may obtain STI testing services without parental consent or disclosure.

### **Tuberculosis Direct Observed Therapy (DOT) Assistance Program**

**1(415) 206-8524**

**sfcddcp.org/tb-control/our-services**

The Department of Public Health's TB Control Unit provides consultation, screening, and evaluation of patients and their contacts with TB. The TB Control Unit provides trained personnel to assist patients who are eligible for direct observed therapy (DOT) services. TB DOT program staff will provide direct observation of the ingestion of prescribed anti-tuberculosis medication. If needed, they will deliver the medication to any location.

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## GOVERNMENT SPONSORED PROGRAMS

### Medi-Cal Access Program (MCAP)

1(800) 433-2611

[dhcs.ca.gov/services/medi-cal/eligibility/MCAP/Pages/](https://dhcs.ca.gov/services/medi-cal/eligibility/MCAP/Pages/Medi-CalAccessProgram.aspx)

[Medi-CalAccessProgram.aspx](https://dhcs.ca.gov/services/medi-cal/eligibility/MCAP/Pages/Medi-CalAccessProgram.aspx)

MCAP offers prenatal care, hospital care, preventive, primary, and specialty health care to qualifying pregnant women. Providers often call this program “Emergency” or “Pregnancy” Medi-Cal.

### Every Woman Counts (EWC)

1(800) 511-2300

[dhcs.ca.gov/services/Cancer/ewc/Pages/default.aspx](https://dhcs.ca.gov/services/Cancer/ewc/Pages/default.aspx)

The Cancer Detection Program: Every Woman Counts gives low-income women access to screening and diagnostic services for breast and cervical cancer.

### Family PACT

1(916) 650-0414

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

Family PACT offers confidential comprehensive family planning services including STI testing and treatment, sterilization, and pregnancy testing.

### Healthy Workers HMO

IHSS Public Authority:

1(415) 243-4477

[sfihsspa.org](https://sfihsspa.org)

City & County of San Francisco

Department of Human Resources:

1(628) 652-0865

Healthy Workers HMO is a health insurance program administered by San Francisco Health Plan. It is offered to providers of In-Home Support Services (IHSS) and a select category of temporary, exempt as-needed employees of the City and County of San Francisco.

### Healthy San Francisco (HSF)

City Information Line:

311 or 1(415) 701-2311

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



HSF provides affordable health care services to uninsured people living in San Francisco. It's a way for uninsured San Franciscans to access basic, ongoing, quality medical 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, and prescription medications.

### Medi-Cal Health Care Options (HCO)

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

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

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

TTY ..... 1(800) 430-7077

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

Health Care Options provides Medi-Cal beneficiaries with resources to make informed choices about Medi-Cal Managed Care. Contact HCO to enroll or disenroll from Medi-Cal Managed Care.

## SAN FRANCISCO HEALTH PLAN

Members may call 1(800) 288-5555 for additional information about any of the programs listed in this Community Resource Guide.

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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