



San Francisco Health Plan Frequently Asked Questions

1. What is Beacon Health Strategies?

Beacon Health Strategies is a company that San Francisco Health Plan has contracted with, along with College Health IPA (CHIPA) to manage mental health care services to SFHP Medi-Cal members.

If you are an SFHP Medi-Cal member, Beacon will help you to:

- Understand your mental health and substance abuse benefits
- Identify treatment options available to you
- Find providers in your area
- You can contact Beacon at any time by calling **1-855-371-8117** or email at member.service@beaconhs.com

2. What mental health services does Beacon manage?

The following outpatient services are managed through Beacon:

- Individual and group therapy
- Psychiatrist visits for medication therapy
- Psychological testing

Beacon can also link you to services at your county Mental Health Plan.

3. Do I need approval to see a therapist?

You do not need approval but you need to register with Beacon and go through a brief screening to receive therapy services. The therapist must be part of the Beacon network. There are no limits on the number of visits you can have, but your therapist may need to provide Beacon with clinical information. You or your therapist should call Beacon at **1-855-371-8117** for services.

4. Do I need approval to see a psychiatrist?

You do not need approval to see a psychiatrist who helps you with your medicines, but you need to register with Beacon and go through a brief screening. You or your doctor should call Beacon at **1-855-371-8117** if you need these services.

5. Can I have as many visits as I want?

You may have as many visits as are medically needed. You or your therapist can call Beacon at **1-855-371-8117**.to find out more.

6. What if I need mental health hospital care?

If you have an emergency, call 911 or go to the nearest ER. To get information about hospitals or treatment choices call your county ACCESS line at:

San Francisco County: 1-415-255-3737

7. How do I find a doctor or therapist?

You can look online at www.chipa.com. Go to the member page. Click on **Locate a Provider** under **Quicklinks**. Choose **San Francisco Health Plan**. You can also call Beacon at **1-855-371-8117**. for help.

8. What if I need to order a new SFHP ID card or find a list of regular doctors?

To change or choose your SFHP Primary Care Provider (PCP) or if you need to order a new SFHP ID card, call SFHP Member Services at (800) 288-5555 or **1-415-547-7800**.

9. Do I need a referral from my regular doctor to get mental health services?

You do not need a referral from your Primary Care Provider (PCP). It is good for you to tell anyone who is treating you the names of all the doctors and therapists you see and all medications you are taking.

10. What can I do if I am not happy about my mental health services?

If you are unhappy with your mental health provider or the services you have received, please contact Beacon at **1-855-371-8117**.

11. Can I see someone who is not in the Beacon provider network?

You need to see someone who is in the Beacon/CHIPA network. If you have a provider you would like to see who is not in the network, have that provider call Beacon at **1-855-371-8117**.

In an emergency, you can go to someone who is not part of the Beacon network. If you need more services or a different type of mental health service, Beacon will help you find the care that meets your needs.

12. What if I am in treatment now and I want to continue seeing a doctor or therapist who is not in the Beacon network?

We ask you to use an in-network provider. You may continue to see your current therapist or doctor for 12 months, even if the provider is not in Beacon's network if they agree to work with Beacon. If you are a new Beacon member, we will make sure any care you currently get continues. Please call Beacon at **1-855-371-8117** to discuss your treatment options.

13. Can I see more than one provider?

You can see one doctor for your medicine and one therapist for therapy.

14. What if I want to change my doctor or medications?

Call Beacon at **1-855-371-8117** for help or a list of providers in the Beacon/CHIPA network.

15. Are my medicines covered?

Call San Francisco Health Plan at (800) 288-5555 or **1-415-547-7800**, to check if your prescriptions are covered.

16. What do I do if a psychiatrist or therapist wants money from me?

If you get asked for money, do not pay. Call and report this to Beacon at **1-855-371-8117**.

17. What if I have trouble hearing?

Call Beacon's hard-of-hearing line at 1-800-735-2929.

18. What if I prefer to speak a language other than English?

Beacon has staff that speaks other languages and also has interpreters to help you, please call Beacon at **1-855-371-8117**.