



San Francisco Health Plan Frequently Asked Questions

1. What is Carelon Behavioral Health?

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

If you are a SFHP Medi-Cal member, Carelon Behavioral Health 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 Carelon Behavioral Health at any time by calling **1-855-371-8117**

2. What mental health services does Carelon Behavioral Health manage?

The following outpatient services are managed through Carelon Behavioral Health:

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

Carelon Behavioral Health 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 will go through a brief screening to receive therapy services, or you can look online at www.carelonbehavioralhealth.com.

The therapist must be part of the Carelon Behavioral Health network. There are no limits on the number of visits you can have, but your therapist may need to provide Carelon Behavioral Health with clinical information. You or your therapist should call Carelon Behavioral Health 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 will go through a brief screening to receive therapy services, or you can look online at www.carelonbehavioralhealth.com. You, or your doctor should call Carelon Behavioral Health 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 Carelon Behavioral Health 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.carelonbehavioralhealth.com. From the top navigation, click **Find a Provider** and follow the instructions to choose **San Francisco Health Plan**. You can also call Carelon Behavioral Health 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 recommended that you 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 Carelon Behavioral Health at **1-855-371-8117**.

11. Can I see someone who is not in the Carelon Behavioral Health provider network?

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

In an emergency, you can go to someone who is not part of the Carelon Behavioral Health network. If you need more services or a different type of mental health service, Carelon Behavioral Health 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 Carelon Behavioral Health 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 Carelon Behavioral Health's network if they agree to work with Carelon Behavioral Health. If you are a new Carelon Behavioral Health member, we will make sure any care you currently get continues. Please call Carelon Behavioral Health 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 Carelon Behavioral Health at **1-855-371-8117** for help or a list of providers in the Carelon Behavioral Health/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 Carelon Behavioral Health at **1-855-371-8117**.

17. What if I have trouble hearing?

Call Carelon Behavioral Health's TTY line at 1-800-735-2929.

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

Carelon Behavioral Health has staff that speak other languages and has interpreters to help you, please call Carelon Behavioral Health at **1-855-371-8117**.