



Community Resource Guide

SAN FRANCISCO



HEALTH PLAN

Here for you

This guide is designed to educate providers about community resources and waiver programs available to their patients. It is not intended to be a comprehensive list.

Breast Pump and Lactation Services (SFHP members only)

San Francisco Health Plan provides new mothers with free electric breast pumps, lactation supplies, counseling, and human breast milk if needed. These services require a provider's prescription. Services are free for the first 60 days, but may be continued if medically justified. For more information, call San Francisco Health Plan Member Services at 1-800-288-5555.

California Children Services (CCS)

CCS provides funding and special medical care for children under 21 years of age with specific disabilities and complex medical conditions. For more information, or for a list of covered conditions, call (415) 575-5700, or visit the website at www.dhs.ca.gov/pcfh/cms/ccs.

Community Behavioral Health Services (CBHS)

CBHS services include assessment, diagnosis, and treatment for mental health or substance abuse problems, residential treatment, and in-patient or out-patient hospitalization.

- For consultation or referral for adults 18-60 years of age, call (415) 255-3737
- For on-site assessment and intervention, call the Mobile Crisis Unit (415) 355-8300.
- Providers or patients may call the Access Hotline at 1-888-246-3333 for information and referrals. Mental health services are available at any San Francisco Behavioral Health Clinic for care. A directory of clinics can be obtained by calling (415) 255-3737.
- Comprehensive Childcare Crisis services provide 24-hour on-site assessment and intervention for patients 0-17. Call (415) 970-3800.

For more information, visit the CBHS website at <http://www.dph.sf.ca.us/php/mhp.htm>.

Comprehensive Perinatal Services Program (CPSP)

CPSP is a federally-funded program that provides obstetric, psychosocial, nutrition and health education services, and case coordination during pregnancy and for 60 days following delivery. For more information, call the Department of Public Health Maternal and Child Health Division at (415) 575-5670 or visit their website at <http://www.mch.dhs.ca.gov/programs/cpsp/>.

Dental Referral

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

- **Medi-Cal:** Denti-Cal at 1-800-322-6384
- **Healthy Families:** Safe Guard Dental 1-800-880-3080; Access Dental 1-888-849-8440; Delta Dental 1-877-580-1042; Western Dental 1-800-805-8000
- **Healthy Kids & Young Adults (SFHP members only):** Delta Dental toll free at 1-866-212-2743
- **Healthy Workers:** Liberty Dental Plan at 1-888-703-6999

Early and Periodic Screening, Diagnosis and Treatment (EPSDT)

EPSDT provides the following services to qualified persons under 21:

- Routine well child checks through the Children's Health and Disability Prevention Program
- Diagnosis and treatment for persons with specific medical conditions

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

For more information call San Francisco Children's Medical Services at (415) 575-5700.

Early Start Program

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. For more information call (415) 546-9222 or visit www.ggrc.org.

Genetically Handicapped Persons Program (GHPP)

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). For more information, call (916) 327-0470 or 1-800-639-0597 or visit their website at <http://www.dhs.ca.gov/pcfh/cms/ghpp/>.

Golden Gate Regional Center (GGRC)

GGRC is a state and federally-program that serves the developmental needs of persons with disabilities. GGRC also provides home and community-based services for eligible persons over age 2 and older with developmental disabilities diagnosed prior to the age of 18 years. For more information, call (415) 546-9222 or visit their website at www.ggrc.org.

HIV Counseling, Education and Testing

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. For more information, call the **San Francisco City Clinic** at (415) 487-5500 or visit their website at <http://www.dph.sf.ca.us/sfcityclinic/>.

HIV/AIDS Waiver Program

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. For more information, call West Side Community Services at (415) 495-6071.

Home and Community-Based Services (HCBS) Waiver

The six HCBS programs in California provide services to people who need in-home care, including qualified persons with disabilities, frail seniors, and people with AIDS. For more information, call (916) 654-2300 or (916) 552-9105 or visit the Department of Developmental Services website at www.dds.ca.gov.

Multi-Purpose Senior Services Program

This state and federally-funded program is an alternative to institutionalization for eligible adults 65 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. For more information, contact the Institute of Aging Department of Information, Consultations, and Referrals at (415) 750-4150, or visit the program's website at http://www.aging.state.ca.us/html/programs/mssp_contacts.html.

Nursing Facility Waiver Program

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. For more information, call (916) 552-9400 or visit their website at <http://www.dhs.ca.gov/mcs/mcpd/rdb/HCBWU>.

SF Adult Day Services Network

The Network is a coalition of twelve adult day centers that provide long-term community-based care for frail elders and disabled adults. Services include nursing and physical, occupational, speech, and recreational therapies. Transportation is provided. For more information, call (415) 808-7371 or visit their website at <http://www.sfadulday.org/>.

STD Testing

San Francisco City Clinic provides confidential STD prevention, screening, diagnosis, treatment, and counseling. Services for SFHP members do not require prior authorization. Anyone 12 years and older may obtain STD testing services without parental consent or disclosure. For more information, call the **San Francisco City Clinic** at (415) 487-5500 or visit their website at: <http://www.dph.sf.ca.us/sfcityclinic/>.

TB Direct Observed Therapy (DOT) Assistance Program

This program provides trained personnel to directly observe the ingestion of prescribed anti-tuberculosis medications. If needed, they will deliver the medication to any location. For more information, call (415) 206-8524 or visit their website at <http://www.dph.sf.ca.us/PHP/TB/TB.htm>.

Vision Service Plan (VSP)

Persons assigned to VSP may obtain eye exams and glasses through VSP. For more information and forms, call 1-800-877-7195 or visit www.vsp.com.

Women, Infants and Children (WIC)

WIC serves pregnant or breastfeeding women, women who have recently had a baby, and children under 5. Services include free food vouchers, nutritional counseling, and breastfeeding support. For more information, call 1-888-WIC-WORKS or visit their website at <http://www.fns.usda.gov/wic/>.

San Francisco Health Plan members may call (415) 547-7818 for additional information about any of the programs listed in this Resource Guide.

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