

Dear Member:

**Welcome to San Francisco Health Plan!**

Thank you for choosing San Francisco Health Plan. Your health is important to us. Our doctors (also known as Primary Care Providers) will work with you to take care of all of your health care needs. Customer Service is available to answer any questions about your Health Plan Membership.

It's important to schedule an initial check-up visit with your Primary Care Provider so he or she can get to know you – and your health care needs. It's best to see your Primary Care Provider before you get sick. An appointment should be made within the first 4 months of joining San Francisco Health Plan. Please call Customer Service if you need help scheduling your first appointment.

A Member Identification (ID) card for each covered member in your family is mailed to you in a separate envelope. The Member ID card has your Primary Care Provider's name and telephone number on it. You must bring your Member ID card each time you see your Primary Care Provider or your pharmacist. If you would like to change your Primary Care Provider, please call Customer Service at **1(415) 547-7800** or **1(800) 288-5555**.

Please carefully review the important materials enclosed, including the following:

- **Member Handbook:** Contains general information about how to use your Health Plan.
- **A Combined Evidence of Coverage and Disclosure Form:**  
Detailed information about your health coverage program, its covered benefits and your rights and responsibilities as a San Francisco Health Plan member.

You will want to keep all these materials for easy reference. Your Member Handbook is especially important because it has detailed information about your Plan and the benefits covered. This information is also available on our website at **www.sfhp.org**.

If you have questions about your San Francisco Health Plan Membership or need help scheduling an appointment, **please call Customer Service at 1(415) 547-7800 or 1(800) 288-5555, Monday through Friday, 8:30am to 5:30pm.**

Sincerely,

Customer Service