SFHP Emergency Department Navigator Workflow

1 Check SFHP Eligibility

Check patient's eligibility at **sfhp.org** (click **Provider Login**), or call SFHP at **1(415) 547-7800.**

Identify the patient's SFHP-assigned **primary care provider**

If patient is enrolled in Enhanced Care Management, follow up with their ECM provider (step 2).

2 Follow-Up with ECM

If patient has an **Enhanced Care Management** provider through SFHP, contact ECM provider to coordinate a follow-up (see reverse for contact info). *That will conclude the workflow.*

If the patient does not have an ECM provider, screen for mental health symptoms or diagnosis (step 3).

3 Screen for Mental Health Symptoms/ Diagnosis

If patient presents with mental health symptoms or a mental health diagnosis, conduct the **Medi-Cal No Wrong Door mental health screening** (see reverse).

- **If score is 5 or less,** refer patient to **Carelon Behavioral Health** and/or their PCP for follow-up
- **If score is 6 or more,** refer patient to **SF Behavioral Health Services** or **Behavioral Health Access Center**

See behavioral health contact info on reverse. *That will conclude the workflow.*

If the patient does not have mental health symptoms or a mental health diagnosis, schedule a follow-up visit with the patient's PCP (step 4).

4 Follow-Up with PCP

Contact the patient's primary care provider clinic (see reverse for list) to schedule a follow-up, preferably a same-day appointment.

Help the patient access their **SFHP transportation benefit** for travel to a same-day appointment. *That will conclude the workflow.*

If unable to schedule a follow-up with their PCP, refer patient to ECM/CS if appropriate (step 5).

5 Refer to ECM/CS

Refer patient to **Enhanced Care Management** or **Community Supports** (information on reverse) either in addition to a referral via steps 2–4 above, or as a sole referral if no others are available. SFHP members are eligible if they:

- Are homeless
- Have had five or more ED visits in the past 6 months
- Have had two or more ED visits for serious mental illness or substance use disorder in the past 12 months
- Are at risk for overdose
- Are pregnant or postpartum
- Were released from jail or prison in the past 12 months

Contacts and Resources

SAN FRANCISCO HEALTH PLAN™
Here for you

Enhanced Care Management Providers

Curry Senior Center: **1(415) 920-1351**

Dept of Aging & Adult Services: **1(415) 355-6700**

Marin City Health & Wellness: **1(415) 384-1468**

MedZed: **1(323) 237-8928**

Mission Neighborhood Health Center: **1(415) 552-3870**

North East Medical Services: **1(415) 352-5159**

Stepping Stone: **1(415) 610-8663**

St. Anthony's: **1(415) 592-2834**

Upward Health: **1(650) 955-7915**

Medi-Cal No Wrong Door Screening Tool

rebrand.ly/NoWrongDoor

Behavioral Health Providers

Carelon Behavioral Health: **1(855) 371-8117**

SFBHS Access Line: **1(415) 255-3737**

Behavioral Health Access Center (BHAC): **1380 Howard**

BHAC Treatment Access Program: **1(415) 503-4730**

Primary Care Provider Clinics for Follow-Up

Mission Neighborhood Health Clinic: **1(415) 552-3870**

Mission Neighborhood Homeless Resource Center:
1(415) 869-7977

HealthRight 360: **1(415) 226-1775** or **1(415) 746-1940**

North East Medical Services: **1(415) 391-9686**

SF Community Health Center: **1(415) 292-3400**

Equity Health (formerly South of Market Clinic):
1(415) 503-6000

St. Anthony's: **1(415) 241-8320**

Transportation Benefit Information

SFHP Customer Service: **1(415) 547-7800**

Enhanced Care Management/Community Supports Benefit Information and Referral Forms

Enhanced Care Management:
sfhp.org/providers/ECM

ECM/CS Referral Forms:
sfhp.org/providers/forms

Community Supports:
sfhp.org/providers/CS