



Healthy San Francisco
Our Health Access Program



CHAPTER 10

Healthy San Francisco:

Program Support

Healthy San Francisco Downtime due to One-e-App Downtime

- One-e-App has saved all applicant information entered on prior interview pages.
- Consult Program Support grid on following page for instruction on who to contact for technical assistance.
- If still unable to access system, reschedule applicant to conclude the screening at a later date, or redirect to an alternate One-e-App enrollment site with connectivity. Healthy San Francisco applications can only be submitted via One-e-App and the application is not complete until all documentation is submitted.

Healthy San Francisco Eligibility Information

- For assistance with HSF eligibility questions, please contact your supervisor.
- Your supervisor will contact HSF program leads to obtain a timely response to your question
- If eligibility question relates to Healthy San Francisco, your supervisor will contact HSF program experts Jenine Smith at 415-206-3063 or Vanda Mendoza-Baptista at 415-206-6686 to obtain a timely response to your question

One-e-App Program Support: Go Live

The following diagram provides contact numbers where an assister using One-e-App in the City and County of San Francisco can go for assistance during Go Live. Please consult this chart prior to seeking assistance to ensure timely program or technical support.

One-E-App Problem Solving Tip Sheet

