

# Healthy San Francisco Quarterly Refresher Trainings

November 29 & 30, 2011

San Francisco General Hospital: Carr Auditorium

# Today's Agenda Items



## 1. To get an update on:

- HSF Enrollment Numbers
- Updated Application Assistor Tools
- SF PATH FPL Changes
- SF PATH Split Households

# Agenda Items



## 2. To Review:

- One-e-App Build
- HSF Application Assistor Inquiries

# Agenda Items



## 3. To learn about:

- Community Behavioral Health Access
- HSF Technical Assistance Project

# HSF PROGRAM UPDATES

# HSF Enrollment Numbers



As of November, there are 44,741 participants enrolled in Healthy San Francisco!



# Updated Application Assistor Tools



**HEALTHY SAN FRANCISCO MEDICAL HOME POINT OF SERVICE FEES FOR THOSE WITH INCOMES AT OR BELOW 100% FPL  
(ANNUAL INCOME BELOW \$10,830 FOR ONE PERSON, \$14,570 FOR TWO PEOPLE, \$18,310 FOR THREE PEOPLE, \$22,050 FOR FOUR PEOPLE)**

HSF MEDICAL HOME	Primary Care	Urgent Care	Specialty Care	Emergency Care	Pharmacy	Inpatient Care	Home Health	Other Services
<b>BAART Community Healthcare</b>	\$0	\$0	\$0	\$25 (if non-emergency and non-admission at SFGH)	\$0	\$0	\$0	\$0 Same Day Surgery \$0 Lab Services/Tests \$0 Diagnostic/X-Ray \$0 Durable Medical Equip
<b>Brown &amp; Toland</b>	\$0	\$0	\$0	\$0	\$10 formulary/\$25 non-formulary	\$0	\$0	\$0 Same Day Surgery \$0 Lab Services/Tests \$0 Diagnostic/X-Ray \$0 Durable Medical Equip
<b>Chinese Community Health Care Ass'n</b>	\$0	\$0	\$0	\$25	\$0	\$0	\$0	\$0 Same Day Surgery \$0 Lab Services/Tests \$0 Diagnostic/X-Ray \$0 Durable Medical Equip
<b>Glide Health Services</b>	\$0	\$0 (at SFGH)	\$0	\$25 (if non-emergency and non-admission at SFGH)	\$0	\$0	\$0	\$0 Same Day Surgery \$0 Lab Services/Tests \$0 Diagnostic/X-Ray \$0 Durable Medical Equip
<b>Haight Ashbury Free Clinics</b>	\$0	\$0 (at SFGH)	\$0	\$25 (if non-emergency and non-admission at SFGH)	\$0	\$0	\$0	\$0 Same Day Surgery \$0 Lab Services/Tests \$0 Diagnostic/X-Ray \$0 Durable Medical Equip
<b>Kaiser Permanente</b>	\$10	\$10	\$10	\$50	\$5 generic/ \$15 brand	\$50 day with \$200 admit maximum	\$0	\$10 Same Day Surgery
<b>Lyon Martin Health Services</b>	\$10 - \$60 depending on complexity of visit	\$0 (at SFGH)	\$0	\$25 (if non-emergency and non-admission at SFGH)	\$0	\$0	\$0	\$0 Same Day Surgery \$0 Lab Services/Tests \$0 Diagnostic/X-Ray \$0 Durable Medical Equip
<b>Mission Neighborhood Health Center</b>	\$25	\$0 (at SFGH)	\$0	\$25 (if non-emergency and non-admission at SFGH)	\$0 (at SFGH)	\$0	\$0	\$0 Same Day Surgery \$0 Lab Services/Tests \$0 Diagnostic/X-Ray \$0 Durable Medical Equip
<b>Native American Health Center</b>	Based on exam complexity, \$25 or less (new pts); \$8 - \$12 (established pts)	\$0 (at SFGH)	\$0	\$25 (if non-emergency and non-admission at SFGH)	\$0	\$0	\$0	\$0 Same Day Surgery \$0 Lab Services/Tests \$0 Diagnostic/X-Ray \$0 Durable Medical Equip

- 1) Behavioral Health (mental health and substance abuse) Point of Services Fees -- Fees are established pursuant to the Uniform Methods of Determining Ability to Pay (UMDAP) outlined by the State of California.
- 2) This document is intended to be used for reference only. Fees are subject to change. Posted fees are current as of August 2011. More details about accessible services can be found in the HSF Participant Handbook.
- 3) Please check with your clinic at the time of service, prices may vary based on services rendered.

# Updated Application Assistor Tools



- 1. **BAART Community HealthCare-Market Street**  
626 Stevenson Alley, 1st Floor  
San Francisco, CA 94103 (415) 863-3883
- 2. **BAART Community HealthCare-Turk Street**  
433 Turk Street  
San Francisco, CA 94109 (415) 928-7800
- 3. **Brown & Toland Physicians-CPMC**  
(415) 972-6002  
Physician location information provided by Brown & Toland Physicians
- 4. **Castro Mission Health Center**  
3850 17th Street  
San Francisco, CA 94114 (415) 934-7700
- 5. **CCHCA – Chinese Hospital**  
835 Jackson Street  
San Francisco, CA 94133 (415) 834-2118
- 6. **Chinatown Public Health Center**  
1490 Mason Street  
San Francisco, CA 94133 (415) 364-7600
- 7. **Cole Street Youth Clinic**  
555 Cole Street  
San Francisco, CA 94117 (415) 386-9398
- 8. **Curry Senior Center**  
333 Turk Street  
San Francisco, CA 94102 (415) 885-2274
- 9. **Family Health Center at SFGH**  
995 Potrero Avenue, Building 80, 1st Floor  
San Francisco, CA 94110 (415) 206-5252
- 10. **General Medicine Clinic at SFGH**  
1001 Potrero Avenue, Suite 1M3  
San Francisco, CA 94110 (415) 206-8492
- 11. **Glide Health Services**  
330 Ellis Street, 6th Floor  
San Francisco, CA 94102 (415) 674-6140
- 12. **Haight Ashbury Free Medical Clinic**  
558 Clayton Street  
San Francisco, CA 94117 (415) 746-1950
- 13. **Haight Ashbury Integrated Care Center**  
1735 Mission Street  
San Francisco, CA 94103 (415) 746-1940
- 14. **Housing and Urban Health Clinic**  
234 Eddy Street  
San Francisco, CA 94102 (415) 353-5095
- 15. **Kaiser Permanente San Francisco Medical Center**  
2238 Geary Boulevard  
San Francisco, CA 94115 (415) 833-2200
- 16. **Larkin Street Youth Clinic**  
1138 Sutter Street  
San Francisco, CA 94109 (415) 673-0911 ext. 259
- 17. **Lyon-Martin Health Services**  
1748 Market Street, Suite 201  
San Francisco, CA 94102 (415) 565-7667
- 18. **Maxine Hall Health Center**  
1301 Pierce Street  
San Francisco, CA 94115 (415) 292-1300
- 19. **Mission Neighborhood Health Center**  
240 Shotwell Street  
San Francisco, CA 94110 (415) 552-3870
- 20. **Mission Neighborhood Health Center - Excelsior**  
4434 Mission Street  
San Francisco, CA 94112 (415) 406-1353
- 21. **Native American Health Center**  
160 Capp Street  
San Francisco, CA 94110 (415) 621-8051
- 22. **NEMS – Chinatown**  
1520 Stockton Street  
San Francisco, CA 94133 (415) 391-9686
- 23. **NEMS – Portola**  
2574 San Bruno Avenue  
San Francisco, CA 94134 (415) 391-9686
- 24. **NEMS – Sunset**  
1405 Noreiga Street  
San Francisco, CA 94122 (415) 391-9686
- 25. **NEMS – Visitation Valley**  
82 Leland Avenue  
San Francisco, CA 94134 (415) 391-9686
- 26. **Ocean Park Health Center**  
1351 24th Avenue  
San Francisco, CA 94122 (415) 682-1900
- 27. **Positive Health Program at SFGH**  
995 Potrero Avenue, Ward 86  
San Francisco, CA 94110 (415) 206-2400
- 28. **Potrero Hill Health Center**  
1050 Wisconsin Street  
San Francisco, CA 94107 (415) 648-3022
- 29. **St. Anthony Free Medical Clinic**  
150 Golden Gate Avenue  
San Francisco, CA 94102 (415) 241-8320
- 30. **Silver Avenue Family Health Center**  
1525 Silver Avenue  
San Francisco, CA 94134 (415) 657-1700
- 31. **Sister Mary Philippa Health Center**  
2235 Hayes Street, 5th Floor  
San Francisco, CA 94117 (415) 750-5500
- 32. **South of Market Health Center**  
229 7th Street  
San Francisco, CA 94103 (415) 626-2931
- 33. **South of Market Senior Clinic**  
317 Clementina Street  
San Francisco, CA 94103 (415) 284-2270
- 34. **Southeast Health Center**  
2401 Keith Street  
San Francisco, CA 94124 (415) 671-7000
- 35. **Tom Waddell Health Center**  
50 Lech Walesa (by Street)  
San Francisco, CA 94102 (415) 355-7400



## Medical Home Network Map





# Updated Application Assistor Tools



## Enrollment Sites

Please call enrollment sites prior to they are accepting new patients.

ENG = English, SPA = Spanish, MDN = Mandarin  
Current as of January 31, 2011; s

### BAYVIEW / HUNTERS POINT

**DPH – Southeast Health Center**  
2401 Keith Street  
(415) 671-7000  
M-F: 8:00am - 5:00pm  
Appointment only  
ENG | SPA

### CASTRO / MISSION / POTRERO HILL

**DPH - Castro Mission Health Center**  
3850 17th Street  
(415) 934-7700  
M-F: 8:00am - 5:00pm  
Appointment only  
ENG | SPA

### DPH - Eligibility Enrollment Unit

**Health Center**  
2789 25th Street, Rm 2004  
(415) 206-7800  
M-F: 8:00am - 5:00pm  
Walk in hours:  
8:00am - 11:00am and  
1:00pm - 4:00pm  
Appointment | Walk in  
ENG | SPA | MDN | CNT | TAG

### Haight Ashbury Integrated Care Center

1735 Mission Street  
(415) 746-1940  
M-Th: 9:00am - 5:00pm  
F: 1:00pm - 5:00pm  
Appointments Only  
ENG

1136HSF 0111

For more information,



## Lugares de inscripción

Llame a los lugares de inscripción antes de su visita para asegurarse de solicitar y confirmar que están aceptando nuevos pacientes.

ENG = Inglés, SPA = Español, MDN = Mandarín, CTN= Cantonés, VIET = Vietnamita  
Actualización 31 de enero 2011, sujeto a cambios.

### BAYVIEW / HUNTERS POINT

**DPH – Southeast Health Center**  
2401 Keith Street  
(415) 671-7000  
M-F: 8:00am - 5:00pm  
Únicamente con cita  
ENG | SPA

### CASTRO / MISSION / POTRERO HILL

**DPH - Castro Mission Health Center**  
3850 17th Street  
(415) 934-7700  
M-F: 8:00am - 5:00pm  
Únicamente con cita  
ENG | SPA

### DPH - Eligibility Enrollment Unit

**Health Center**  
2789 25th Street, Rm 2004  
M-F: 8:00am - 5:00pm  
Horas sin previa cita:  
8:00am - 11:00am and  
1:00pm - 4:00pm  
Cita | Sin previa cita  
ENG | SPA | MDN | CNT | TAG

### Haight Ashbury Integrated Care Center

1735 Mission Street  
(415) 746-1940  
M-Th: 9:00am - 5:00pm  
F: 1:00pm - 5:00pm  
Únicamente con cita  
ENG

### Lyon Martin Health Center

1748 Market Street, Suite 201  
(415) 565-7667  
Únicamente con cita  
ENG | SPA | JPN

### Mission Neighborhood Health Center

240 Shotwell Street  
(415) 552-8870  
M-F: 8:00am - 5:00pm  
Cita | Sin previa cita  
ENG | SPA

### Mission Resource Center

165 Capp Street  
(415) 869-7977  
M-F: 7:00am - 7:00pm  
Sin previa cita  
ENG | SPA

### Native American Health Center

166 Capp Street  
(415) 621-8051  
M-F: 9:00am - 5:00pm  
Únicamente con cita  
ENG

### San Francisco General Hospital Children Health Center

1001 Potrero Avenue, 6<sup>th</sup> Fl  
(415) 206-8389  
M-F: 7:30am - 4:30pm  
Únicamente con cita  
ENG | SPA

### CHINATOWN

**DPH – Chinatown Public Health Center**  
1490 Mason Street  
(415) 364-7600  
M-F: 8:00am - 5:00pm  
Únicamente con cita  
ENG | MDN | CTN



## 註冊站

前往註冊站之前請先致電註冊站，以確保您帶齊申請所需的全部文件，並確認其指定醫療診所目前接收新病人。

ENG = 英語, SPA = 西班牙語, MDN = 中文國語, CTN = 粵語, VIET = 越南語, TAG = 菲律賓語, JPN = 日語, SILV = 斯洛伐克  
本資料更新截止日期為 2011 年 1 月 31 日 \* 可能會變更。

### BAYVIEW / HUNTERS POINT

**DPH – Southeast Health Center**  
2401 Keith Street  
(415) 671-7000  
M-F: 8:00am - 5:00pm  
僅限已預約者  
ENG | SPA

### CASTRO / MISSION / POTRERO HILL

**DPH - Castro Mission Health Center**  
3850 17th Street  
(415) 934-7700  
M-F: 8:00am - 5:00pm  
已預約者 | 未預約者  
ENG | SPA

### DPH - Eligibility Enrollment Unit

**Health Center**  
2789 25th Street, Rm 2004  
M-F: 8:00am - 4:30pm  
未預約者:  
8:00am - 11:00am 和  
1:00pm - 4:00pm  
已預約者 | 未預約者  
ENG | SPA | MDN | CNT | TAG

### Haight Ashbury Integrated Care Center

1735 Mission Street  
(415) 746-1940  
M-Th: 9:00am - 5:00pm  
F: 1:00pm - 5:00pm  
僅限已預約者  
ENG

### Lyon Martin Health Center

1748 Market Street, Suite 201  
(415) 565-7667  
僅限已預約者  
ENG | SPA | JPN

### Mission Neighborhood Health Center

240 Shotwell Street  
(415) 552-8870  
M-F: 8:00am - 5:00pm  
已預約者 | 未預約者  
ENG | SPA

### Mission Resource Center

165 Capp Street  
(415) 869-7977  
M-F: 7:00am - 7:00pm  
未預約者  
ENG | SPA

### Native American Health Center

166 Capp Street  
(415) 621-8051  
M-F: 9:00am - 5:00pm  
僅限已預約者  
ENG

### San Francisco General Hospital Children Health Center

1001 Potrero Avenue, 6<sup>th</sup> Fl  
(415) 206-8389  
M-F: 7:30am - 4:30pm  
僅限已預約者  
ENG | SPA

### CHINATOWN

**DPH – Chinatown Public Health Center**  
1490 Mason Street  
(415) 364-7600  
M-F: 8:00am - 5:00pm  
僅限已預約者  
ENG | MDN | CTN

### Chinese Hospital

835 Jackson Street  
(415) 677-2382  
M-F: 9:00am - 5:00pm  
僅限已預約者  
ENG | MDN | CTN

### North East Medical Services (NEMS)

1520 Stockton Street  
(415) 391-9686 ext. 8160  
M-F: 8:30am - 5:00pm  
Sat: 9:00am - 4:00pm  
僅限已預約者  
ENG | MDN | CTN | VIET

### CIVIC CENTER / TENDERLOIN

**BAART Community HealthCare-Turk Street Clinic**  
433 Turk Street  
(415) 928-7800  
M-F: 7:00am - 2:30pm  
僅限已預約者  
ENG | SPA | SLV

### DPH – Tom Waddell Center

50 Lech Valley (Ivy) Street  
(415) 355-7400  
M-F: 8:30am - 5:00pm  
僅限已預約者  
ENG | SPA

### Glide Health Services

330 Ellis Street, 6<sup>th</sup> Fl  
(415) 674-6140  
M-F: 8:30am - 5:00pm  
已預約者 | 未預約者  
ENG | SPA

### Housing and Urban Health Center

234 Eddy Street  
San Francisco, CA 94102  
(415) 353-5095  
M, Tu, F: 8:30am - 4:30pm  
Th: 8:30am - 12:00pm  
僅限已預約者  
ENG | SPA

### St. Anthony's Free Medical Clinic

150 Golden Gate Ave, 2<sup>nd</sup> Fl  
(415) 241-8320  
M, T, Th, F: 8:00am - 4:30pm  
W: 8:30am - 12:00pm  
僅限已預約者  
ENG | MDN | CTN | SPA | TAG | VIET  
St. Anthony 未預約者就診  
政策：申請人必須到場  
W: 僅 8:15am

### EXCELSIOR / PORTOLA / VISITATION VALLEY

**Chinese Hospital Excelsior Health Services**  
888 Paris Street, # 202  
(415) 677-2382  
M-F: 9:00am - 5:00pm  
僅限已預約者  
ENG | MDN | CTN

### DPH – Silver Avenue Health Center

1525 Silver Ave  
(415) 657-1700  
M-F: 8:00am - 5:00pm  
僅限已預約者  
ENG | SPA



Para obtener más información visite [www.healthaccess.org](http://www.healthaccess.org)

# Updated Application Assistor Tools



HEALTHY SAN FRANCISCO MEDICAL HOME DIRECTORY



## Medical Home Directory

1178HSF ISSUED NOVEMBER 2011

# SF PATH FPL Change

- Effective November 14, 2011, the income eligibility threshold for new SF PATH applicants will decrease to 25% of the Federal Poverty Level (FPL) (\$226/month for a family size of 1).
- This change is being made due to some key changes in the program's expected costs due to regulatory changes.
- However, all applicants who are currently participating in or previously participated in the SF PATH program will maintain a FPL threshold of 200% FPL for the life of the SF PATH program. (\$1,816 for a family size of 1).
- Just as a reminder: new applicants who are not eligible for SF PATH due to this change in eligibility rule may still be eligible for HSF. We strongly encourage all Application Assistors to submit an application in One-e-App.
- The One-e-App system will be updated with these changes between November 9th and November 13th

# SF PATH Applicants and Split Households

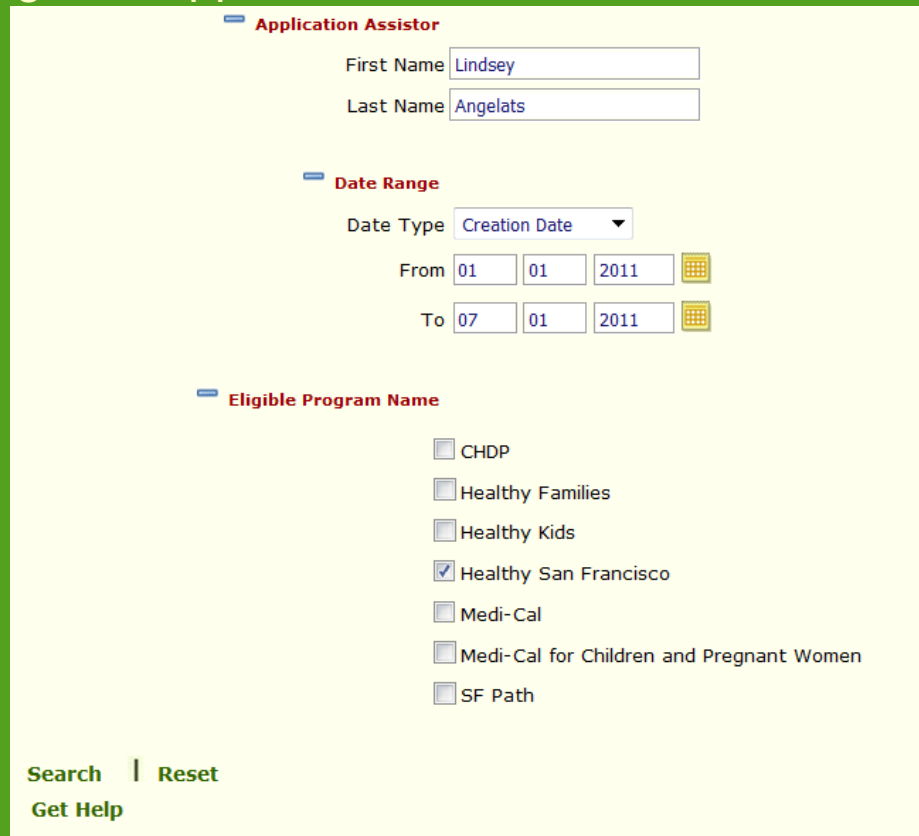
- SF PATH applications can only be enrolled into SF PATH by a San Francisco Department of Public Health (SFDPH) employee, due to federal requirements.
- If you are not a DPH employee, and you encounter an "in progress application" or a "submitted application, pending verification" where at least one of the applicants in the household was already determined preliminarily eligible for the SF PATH program by a DPH eligibility worker and suspended, **you must refer the household to the EEU for final application completion.**
- Effective November 14th, 2011, a pop-up message will appear in the One-e-app system advising non-DPH users who attempt to pick-up an application in this circumstance.  
*“At least one household member in this application is eligible for the SF PATH program. Please advise the applicant to continue their application with a San Francisco Department of Public Health application assistor.”*
- This flow will ensure that the applicant can enroll in SF PATH and that the program is in compliance with federal regulations.
- If you are a DPH employee and have an application where one of the household members is seeking Kaiser or Brown and Toland as their HSF medical home and their spouse is eligible for and would like to enroll in SF PATH, please alert your supervisor, Raul Alarcon, for assistance with this unique case.

# ONE-E-APP OCTOBER BUILD

# One-e-App October Build

## Export Search Reports to Excel

- Users can export One-e-App “Search Results” to Microsoft Excel. This may aid assistors in tracking their application volume




**Application Assistor**


First Name

Last Name

**Date Range**

Date Type

From    

To    

**Eligible Program Name**

CHDP

Healthy Families

Healthy Kids

Healthy San Francisco

Medi-Cal







Medi-Cal for Children and Pregnant Women

SF Path

Search | Reset

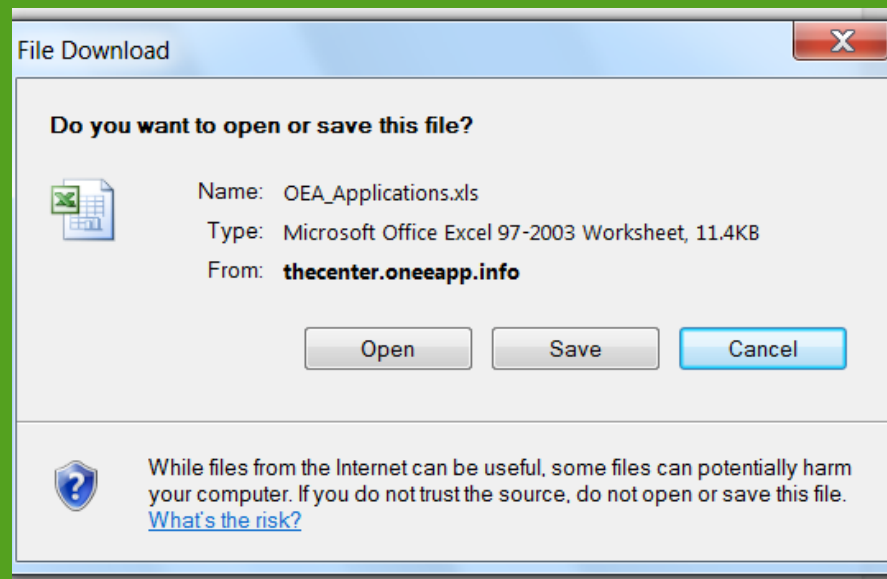
Get Help

# One-e-App October Build

<input type="checkbox"/>		Smith Sally	1/1/1960	Lindsey A Angelats	2/15/2011	Healthy San Francisco	Fax	201104500107	201104500107	33801014045118		100.00		N/A
<input type="checkbox"/>		Hcci T	8/1/1970	Lindsey A Angelats	5/31/2011	Healthy San Francisco	N/A	201114100112	201114100112	33801012141117		100.00		N/A

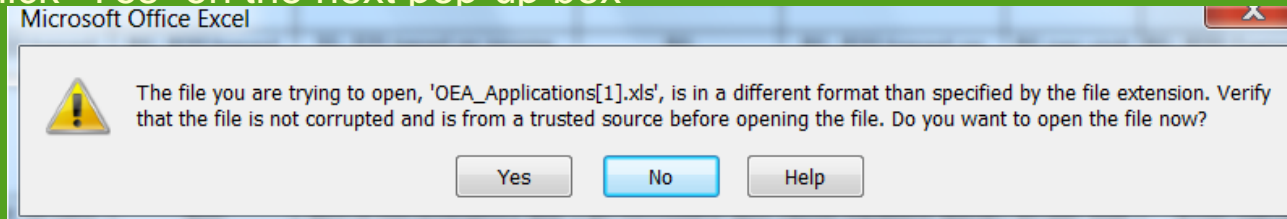
**Export Results to Excel**

- After clicking the “Export Results to Excel” link, a box will appear – click “open or save” to proceed



# One-e-App October Build

- Click “Yes” on the next pop-up box



- Once the export has been completed your Excel document will open with the search results that you requested. The headers that the result contains are:

Applicant Name	Submitted date	Application ID
Program Name	Application Status	
Submitted By	Person ID	Date of Birth



# One-e-App October Build



OEA\_Applications[1] - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Acrobat

Calibri 11 A A

Wrap Text

General

Font Alignment Number Styles Cells Editing

Clipboard Font Alignment Number Styles Cells Editing

A1 Applicant Name

	A	B	C	D	E	F	G	H
1	Applicant Name	Date Of Birth	Submitted by	Submitted Date	Program Name	Application ID	Person ID	Application Status
2	Hcci A	1/1/1970	Lindsey A Angelats	5/19/2011	Healthy San Francisco	'201113800035'	'33801003138114'	DisEnrolled
3	Hcci B	1/1/1970	Lindsey A Angelats	5/19/2011	Healthy San Francisco	'201113800043'	'33801004138113'	DisEnrolled
4	Hsf B	9/21/1978	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100088'	'33801010141119'	DisEnrolled
5	Hsf B	9/21/1978	Lindsey A Angelats	6/13/2011	Healthy San Francisco	'201116300090'	'33801010141119'	DisEnrolled
6	Hcci C	9/28/1977	Lindsey A Angelats	5/19/2011	Healthy San Francisco	'201113800043'	'33801005138112'	DisEnrolled
7	Sheila Collins	4/1/1960	Lindsey A Angelats	2/15/2011	Healthy San Francisco	'201104500156'	'33801019045113'	DisEnrolled
8	David Collins	5/1/1960	Lindsey A Angelats	2/15/2011	Healthy San Francisco	'201104500156'	'33801020045110'	DisEnrolled
9	Hcci D	9/9/1977	Lindsey A Angelats	5/19/2011	Healthy San Francisco	'201113800050'	'33801006138111'	DisEnrolled
10	Hcci E	9/21/1979	Lindsey A Angelats	5/20/2011	Healthy San Francisco	'201113900017'	'33801000139115'	DisEnrolled
11	Hcci F	9/23/1967	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100013'	'33801000141111'	DisEnrolled
12	Hcci G	2/2/1979	Lindsey A Angelats	5/20/2011	Healthy San Francisco	'201113900025'	'33801001139114'	DisEnrolled
13	Hcci H	9/12/1969	Lindsey A Angelats	5/20/2011	Healthy San Francisco	'201113900058'	'33801004139111'	DisEnrolled
14	Linda Hank	9/21/1979	Lindsey A Angelats	4/19/2011	Healthy San Francisco	'201110800012'	'33801000108110'	DisEnrolled
15	Hcci I	9/21/1950	Lindsey A Angelats	5/20/2011	Healthy San Francisco	'201113900041'	'33801003139112'	DisEnrolled
16	Hcci K	9/21/1978	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100021'	'33801001141110'	DisEnrolled
17	Hcci L	9/28/1976	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100021'	'33801002141119'	DisEnrolled
18	Hcci M	9/19/1950	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100039'	'33801003141118'	DisEnrolled
19	Hcci N	2/1/1982	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100047'	'33801004141117'	DisEnrolled
20	Hcci O	9/12/1967	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100054'	'33801005141116'	DisEnrolled
21	Hcci P	9/30/1980	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100054'	'33801006141115'	DisEnrolled
22	Hcci Q	9/30/1947	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100070'	'33801007141114'	DisEnrolled
23	Hcci R	1/22/1978	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100088'	'33801009141112'	DisEnrolled
24	Hcci S	9/23/1978	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100104'	'33801011141118'	DisEnrolled
25	Smith Sally	1/1/1960	Lindsey A Angelats	2/15/2011	Healthy San Francisco	'201104500107'	'33801014045118'	DisEnrolled
26	Hcci T	8/1/1970	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100112'	'33801012141117'	DisEnrolled
27	Hsf A	9/24/1965	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100070'	'33801008141113'	Enrolled Application
28	Sofia Brighton	4/1/1960	Lindsey A Angelats	2/9/2011	Healthy San Francisco	'201103900084'	'33801008039119'	Enrolled Application
29	Hsf C	9/22/1967	Lindsey A Angelats	5/22/2011	Healthy San Francisco	'201114100120'	'33801013141116'	Enrolled Application

OEA Applications 1

# Reminder: One-e-App March Build



## Medical Home Open/Closed Status

### Medical Home Activity Panel

**Note:** The following HSF homes are permanently listed as 'Closed' in One-e-App because applicants must apply for these sites at the San Francisco Health Plan: Brown and Toland Physicians-Mission, Brown and Toland Physicians-Pac Heights, Kaiser Permanente San Francisco Med Ctr. Please contact HSF Customer Service at 415-615-4555 to obtain current information on whether these sites are currently open for enrollment at SFHP.

Medical Home	Status
BAART Community HealthCare-Market St	OPEN
BAART Community HealthCare-Turk St	OPEN
Brown&Toland Physicians-Mission	CLOSED
Brown&Toland Physicians-Pac Ht	CLOSED
Castro Mission Health Center	CLOSED
CCHCA/Chinese Hospital	CLOSED
Chinatown Public Health Center	OPEN
Cole Street Clinic	OPEN
Curry Senior Center	OPEN
Family Health Center	CLOSED
General Medicine Clinic	CLOSED
Glide Health Services	OPEN
Haight Ashbury Free Medical Clinic	OPEN
Haight Ashbury Integrated Care Center	OPEN
Housing and Urban Health Clinic	OPEN
Kaiser Permanente San Francisco MedCtr	CLOSED
Larkin Street Clinic	OPEN
Lyon-Martin	CLOSED
Maxine Hall Health Center	OPEN
Mission Neighborhood	CLOSED
Mission Neighborhood- Excelsior	CLOSED

HSF Assistors, Health Plan Provider Relations Users, Health Plan Users, and System Administrators can use the new menu item "HSF Medical Home Status" to view the current open/closed HSF Medical Home Status. This feature enables users to view the real-time status of a medical home prior to beginning an application, in case the applicant is only interested in applying if a certain site is open to new patients.

# HSF APPLICATION ASSISTOR INQUIRIES

# HSF Application Assistor Inquiries



1. If an applicant claims to be disabled, do they have to show proof?
  - **No- but they will be asked to provide proof at the Medi-Cal office. Please remind the client of the formal definition for disability as well.**
2. Are applicant's with Medicare part A eligible for HSF?
  - **No**
3. What should a participant do if they receive a bill from an ambulance company?
  - **Participants must comply with the terms of the HSF Application Acknowledgement form and apply for the company's free/reduced fee program AND contact HSF Customer Service for assistance.**

# BEHAVIORAL HEALTH ACCESS CENTER

# HEALTHY SAN FRANCISCO TECHNICAL ASSISTANCE PROJECT

# The Value of Retention



- **Healthcare Reform and Medi-Cal Expansion**
- **Reduced access to necessary services.**
- **Disrupted relationships between patients and their health care providers.**
- **Gaps in coverage may lead to serious health problems.**
- **Longer coverage results in lower average monthly expenditures.**

# DPH Efforts to Promote On Time Renewal



Activity	Description	Launch Date	Site
<b>Mailed Renewal Reminder Notices</b>	Mailing reminder notices 90, 60, and 30 days to participants prior to term end	April 2008	<b>All</b>
<b>Monthly Retention Reporting</b>	Creating monthly retention report with subgroup statistics for leadership and to support targeted improvements in retention	April 2008	<b>NA</b>
<b>Renewal Auto-Calls</b>	Launching automated phone reminders to participants who have not yet renewed 45 days from term end	June 2009	<b>All</b>
<b>Renewal call list feature in One-e-App</b>	Creating tool for enrollment sites to generate ad-hoc customized calls lists of participants eligible for renewal to facilitate reminder calls	June 2009	<b>All</b>
<b>Renewal Incentive Lottery</b>	Creating bi-weekly lottery for \$25 grocery store gift card for renewing participants.	April 2010	<b>All</b>
<b>Renewal Reminders for Medical Appointments</b>	Creating pop-up message in DPH medical appointment scheduling system prompting staff to remind callers in their renewal period to schedule a renewal appointment	June 2010	<b>DPH only</b>
<b>Renewal Question for Health Access Survey</b>	Adding question to application questionnaire for renewing participants to discern the precise reason why they are coming to renew that day	July 2010	<b>All</b>
<b>Live Renewal Call Center</b>	Making live calls to participants who have not yet renewed 15-45 days from term end. Call center directs participants to appropriate medical home for renewal and answers any questions.	September 2010	<b>All</b>
<b>Live Renewal Call Center-Targeted Renewal Case Management</b>	Inviting participants in specific demographic subgroups with low retention rate based on monthly reporting to renew at the San Francisco Health Plan, in addition to their medical home	November 2010	<b>All</b>
<b>Live Renewal Call Center-Disenrollment Transfers</b>	Allowing participants who indicate they do not intend to renew due to eligibility reasons (obtained insurance, moved out of county) to complete a disenrollment over the phone.	February 2011	<b>All</b>
<b>Technical Assistance</b>	On-site 6 week engagements with enrollment staff and clinic leaders at 3 pilot sites to implement best practices in retention (e.g. operations management, reminder calls)	January 2011	<b>2 sites</b>
<b>Recording Communications Preferences in System of Record</b>	Adding question to application system to allow applicants to indicate their preferred mode of contact (e-mail, text, phone, mail) to facilitate customized renewal outreach for Fall 2011	July 2011	<b>All</b>



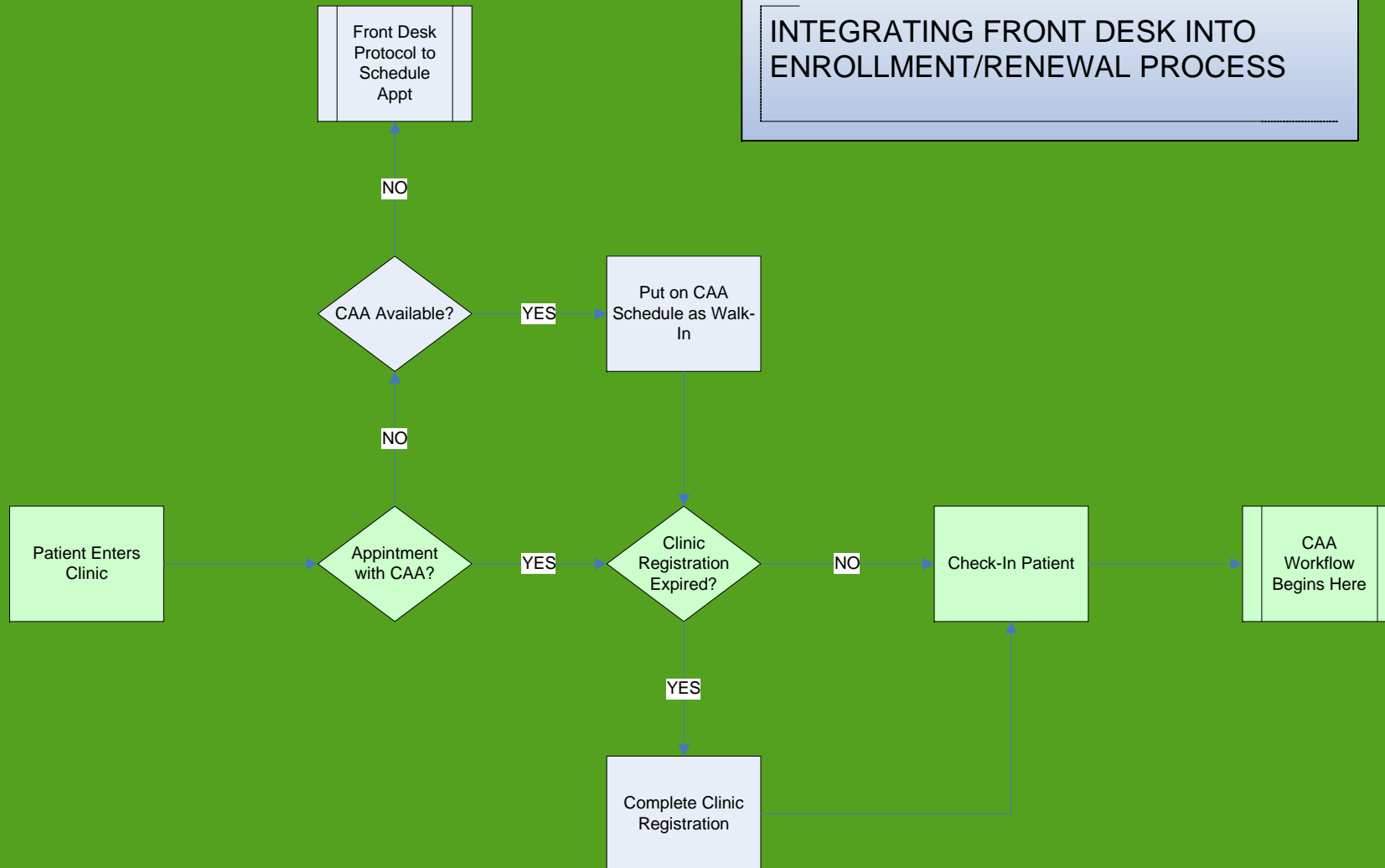
# Recommendations



1. Establish a Standard Renewal Workflow
2. Establish Metrics & Reports
3. Modify Staffing Model
4. Establish a Transparent Enrollment Assistance Schedule
5. Increase HSF Presence at Clinic

# 1. Establish a Standard Renewal Workflow

## INTEGRATING FRONT DESK INTO ENROLLMENT/RENEWAL PROCESS

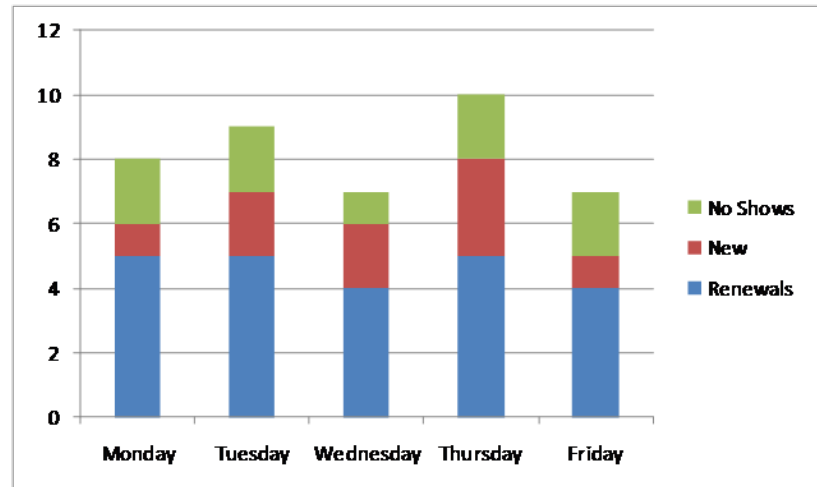
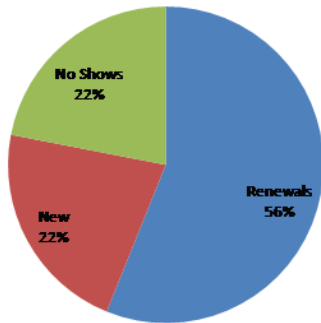


# 2. Establish Metrics & Reports



	WEEK TOTAL	%	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
<b>Appointments</b>	<b>30</b>	<b>73%</b>	6	7	4	7	6	0	0
Renewal	15		3	4	2	2	4	0	0
New	6		1	1	1	3	0	0	0
No-Shows	9		2	2	1	2	2	0	0
<b>Walk-Ins</b>	<b>11</b>	<b>27%</b>	2	2	3	3	1	0	0
Renewal	8		2	1	2	3	0	0	0
New	3		0	1	1	0	1	0	0
Renewals	23	56%	5	5	4	5	4	0	0
New	9	22%	1	2	2	3	1	0	0
No Shows	9	22%	2	2	1	2	2	0	0
Grand Total	41		8	9	7	10	7	0	0
and Total w/o No Shows	32		6	7	6	8	5	0	0

**App Assistance Breakdown**



# Next Steps

## NEXT REFRESHER TRAININGS:

- February 2012
- CAA Appreciation Week: January 17<sup>th</sup> -20<sup>th</sup>
- GGHI December Luncheon – December 16th
  - RSVP: [pong@sfhp.org](mailto:pong@sfhp.org)

# Next Steps

- Continue to look for monthly HSF Assistor Updates
- Any suggestions or feedback? Let your training leads know.
- You will receive an evaluation via Survey Monkey. Your feedback is appreciated!

# Thank you!