

Healthy San Francisco Updates on COVID-19

The Healthy San Francisco Program is open and continues to give needed health care to you.

SFHP Service Center is Providing Remote Appointments by Phone or Video

In line with the Shelter in Place order from the City and County of San Francisco, the San Francisco Health Plan (SFHP) Service Center is now only providing appointments by phone or video.

Healthy San Francisco appointments at the SFHP Service Center can be scheduled by calling Customer Service at **1(415) 777-9992**.

- Healthy San Francisco appointments are being scheduled based on availability.
- Appointments are done by phone or video.
- Schedule an appointment as soon as you get your renewal notices!
- Current appointments may be several weeks out.

How to get ready for the appointment?

1. If you can, send copies of your documentation before your appointment.
2. Have these documents in front of you at the beginning of the appointment:
 - a. Proof of Identification, like your driver's license, passport, etc.
 - b. Proof of San Francisco residency, like your most recent utility bill, rental agreement, etc.
 - c. Proof of income, like your most recent paystubs.
 - d. Proof of bank assets if any, such as your most recent copies of your bank statement.

Your Medical Home's Hours May Have Changed

Due to the current pandemic, some Healthy San Francisco Medical Homes have changed their hours and have limited enrollment space.

Please call your Medical Home before visiting.

HSF Customer Service Is Available

HSF Customer Service is available Monday through Friday, 8:30am to 5:30pm at **1(415) 615-4555** to help you and answer any questions.

Important COVID-19 Updates

Effective March 2020, Healthy San Francisco has taken the following actions to make sure that Healthy San Francisco participants can continue to access needed health care during this time:

1. **Waiver of COVID-19 Screening and Testing cost-sharing.** You will not be responsible for paying for COVID-19 related fees for testing and screening done at your Medical Home. Healthy San Francisco Medical Homes are waiving Point of Service (POS) fees for COVID 19 screening and testing.
2. **Automatic Coverage Extensions.** On September 1, 2020, the program added an extra 180 days of coverage if:
 - A participant's coverage ends September, October, and November.
 - A participant was disenrolled between June 18 to August 31 because they were not able to renew.
3. **Financial Assistance is Available.** If you cannot pay your quarterly participant fee, please call Healthy San Francisco Customer Service, Monday through Friday, 8:30am to 5:30pm at **1(415) 615-4555**. Customer Service can help you request financial assistance.

If your income has changed, please come in to find the best coverage available for you. You might be eligible for:

- Healthy San Francisco with a lower participant fee. **Or**
- Medi-Cal full scope insurance.

Please call Healthy San Francisco Customer Service, Monday through Friday, 8:30am to 5:30pm at **415-615-4555**:

- If you have question about your Healthy San Francisco coverage.
- If you are having problems accessing care.
- If you need to re-enroll in Healthy San Francisco.
- If your income has changed.