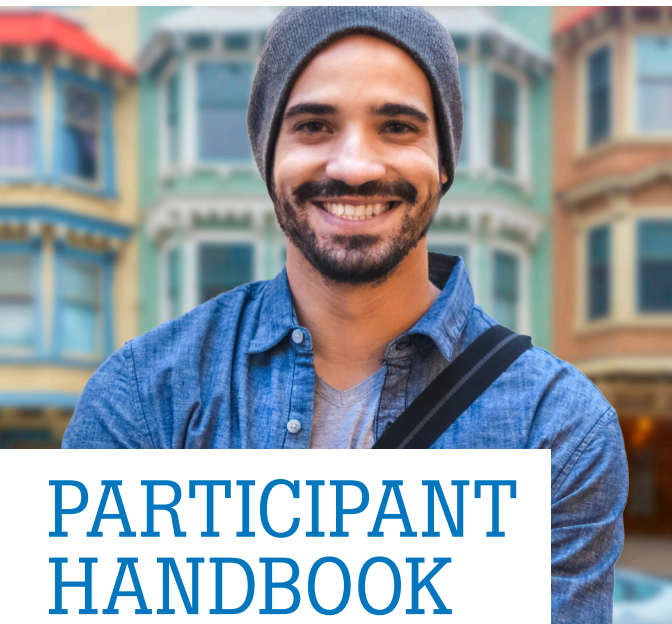


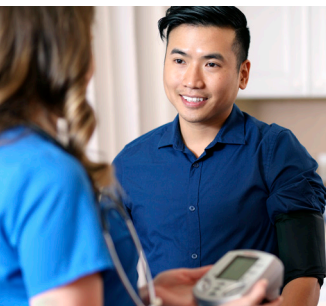


HealthySF

OUR HEALTH ACCESS PROGRAM



PARTICIPANT HANDBOOK



City and County of San Francisco

Department of Public Health

Updated September 2024

healthysanfrancisco.org

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About this Handbook

On the following pages, you'll find helpful information about your participation in Healthy San Francisco. This Handbook was written to help make this program easy to understand. Please read it before making your first doctor's appointment.

What is Healthy San Francisco?

Healthy San Francisco is a program designed to make health care services available and affordable to uninsured San Francisco residents regardless of immigration status, employment status, or pre-existing medical conditions. What makes this program special is that you get to choose a Medical Home to go to not only when you're sick, but for regular and preventive care to help you stay healthy. With Healthy San Francisco:

- You can choose your own Medical Home
- You will have your own Medical Home doctor or provider who will get to know you and your health history
- You have a Medical Home and Customer Service Center to call when you need help
- You know how much your services will cost before you receive them
- You have an easy way to re-enroll in the program by completing a renewal application once a year
- You don't have to wait until you're sick to get medical care

Healthy San Francisco is Not Health Insurance

Healthy San Francisco provides basic and ongoing medical care to San Franciscans without health insurance. Healthy San Francisco offers a limited network of health care providers. If you use other services or other providers, you will likely get billed. You will get billed if you need emergency care or hospitalization outside of San Francisco or receive emergency care or hospitalization from San Francisco hospitals that are not partnered with your Medical Home (unless you are eligible for their charity care program).

If you have health insurance, do not drop it. Insurance provides you with more choices and options to meet your health care needs.

Healthy San Francisco is not insurance.

Healthy San Francisco is a program of last resort for San Francisco residents who cannot get health insurance.

People who are eligible for full-scope public health insurance programs such as Medi-Cal or Medicare are not eligible for Healthy San Francisco. Program rules, including who is eligible, what services are included, the availability of various Medical Homes, the cost to participate, and any medical services may change without notice.

Your Medical Home

Every Healthy San Francisco Participant chooses a Medical Home when enrolling and renewing their Healthy San Francisco coverage. A Medical Home is the health care facility (in most cases, a clinic) where a primary care provider will provide your medical care. You will access all of your medical services through your Medical Home. It is the first place you should call when seeking medical services.

Call Your Medical Home to:

- Schedule a medical appointment
- Ask about refills for prescription medicine
- Get a referral to a specialist
- Enroll or renew your Healthy San Francisco coverage*

The telephone number for your Medical Home is located on your Healthy San Francisco Participant ID Card.

The current Healthy San Francisco Medical Home Network is comprised of San Francisco Department of Public Health Clinics, San Francisco Community Clinic Consortium clinics, private physician groups and other providers.

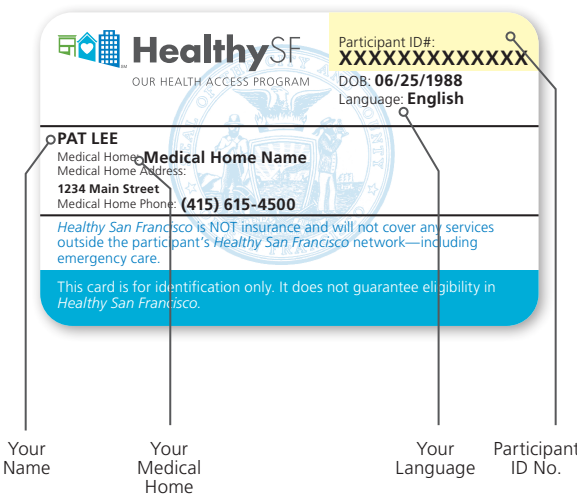
Detailed information on clinic locations, contact information, and services can be found in the Medical Home Directory available on our website at **healthysanfrancisco.org**.

*If you have questions about where to enroll or renew, call Healthy San Francisco at:
1(415) 615-4555

Your ID Card

Healthy San Francisco Participants are mailed an identification card, called a Participant ID Card, when they enroll or when they change Medical Homes. Your ID card lets your Medical Home know that you are enrolled in Healthy San Francisco. Carry this ID Card at all times, but most importantly when:

- Visiting your Medical Home
- Accessing medical services of any kind



Above is a sample of what a Healthy San Francisco Participant ID Card looks like.

Order a Replacement ID Card

If you have lost your Healthy San Francisco ID Card, call Customer Service to order a replacement.

Customer Service representatives are available Monday through Friday, 8:30am to 5:30pm

- Healthy San Francisco Participants:
1(415) 615-4555
- TDD/TTY for People who are Deaf, Hard-of-Hearing, or have Speech Disabilities:
1(415) 547-7830

Make an Appointment at Your Medical Home

If you are a current Healthy San Francisco Participant, you may schedule a doctor's appointment by contacting your Medical Home.

Your Medical Home address and phone number are listed on your Participant ID Card.

Participants must call their Medical Home to cancel or reschedule an appointment *with at least 48 hours notice*.

Please be aware that you may not be able to make an appointment immediately, so plan ahead when you need to access services.



Reporting a Complaint

If you have a problem with the program or services you receive, try talking about it with your doctor or someone at your Medical Home when it happens. This may be the best way to resolve the problem quickly. If you still haven't reached a solution, call Healthy San Francisco Customer Service for help at:

1(415) 615-4555

Monday through Friday, 8:30am to 5:30pm PST

If the problem is still not resolved, you may file a formal complaint by phone through Customer Service by completing a complaint form online, or by sending a written letter to:

Healthy San Francisco

P.O. Box 194287

San Francisco, CA 94119

In your written letter, please provide:

- **Your contact information including your name, phone number, and email address** so we can follow up with you regarding your complaint
- **The 14-digit ID number** on your Healthy San Francisco ID Card
- A description of your complaint

Please describe the problem in detail:

- What has been done so far to address the problem
- Describe what you would like done to do to solve the problem.

You will not be dropped from the program for filing a complaint.

Health Care Services Provided by Healthy San Francisco

Primary and Preventive Care

Treatment of routine medical conditions, regular check-ups and health screenings are an important part of your ongoing health care treatment. All of these services are covered by Healthy San Francisco and are provided by your Medical Home.

Make appointments directly with your Medical Home for regular check-ups.

Specialty Care

Specialists are doctors who see patients with special health care conditions, such as asthma, diabetes, or heart problems. Your Medical Home will refer you to a specialist if you need expert advice or treatment for a specific problem.

Some Medical Homes have specialists on staff that can treat you. Others will refer you to specialists at one of the hospitals in your Medical Home Network. You may not see a specialist without a referral from your Medical Home. If you see a specialist without a referral from your Medical Home, Healthy San Francisco will not pay for the treatment you receive.

Urgent Care

It is always best to receive care from your Medical Home. If you need to see a doctor right away because you are in pain, check with your Medical Home to see if they can see you in their clinic.

Urgent Care services are available at the hospital in your Medical Home Network.

Healthy San Francisco only covers the cost of services at the hospital in your Medical Home Network. To find the urgent care location for each Medical Home, see the chart on pages 11–12.

Ambulance Services

Ambulance services are covered by Healthy San Francisco **ONLY** for life-threatening emergencies and **ONLY** for transportation within San Francisco. If you have a life-threatening emergency, call **911** to get an ambulance.



Emergency Care

If you have a life-threatening emergency, call **911** or go to the hospital in your Medical Home Network. **Healthy San Francisco only covers the cost of services at the hospital in your Medical Home Network. A chart of the hospitals in your network is on pages 11–12 in this handbook.**

Medical emergencies are life-threatening or dangerous illnesses or serious injuries. These may include:

- Difficulty breathing and/or shortness of breath
- Chest or upper stomach pain or feeling pressure in your chest
- Fainting spells or sudden dizziness or weakness
- Uncontrolled bleeding
- Severe vomiting or diarrhea
- Feelings of wanting to hurt yourself or others

Ambulance services are covered **ONLY** for life-threatening emergencies and **ONLY** for transportation within San Francisco.

Mental Health Services

Healthy San Francisco participants may be assessed for confidential mental health services, such as individual counseling for depression, anxiety, panic, or help with other emotional problems. You will be assessed fees on a sliding scale based on your income. When clinically appropriate, these services are available to you either through your Medical Home or by contacting San Francisco

Community Behavioral Health Services at:

- Local Callers: **1(415) 255-3737**
- Toll-Free Callers: **1(888) 246-3333**
- TDD/TTY for People who are Deaf, Hard-of-Hearing, or have Speech Disabilities: **1(888) 484-7200**
- **sfdph.org/dph/comupg/oservices/mentalHlth/CBHS**

Alcohol & Drug Treatment

Healthy San Francisco Participants can access services for alcohol or other drug problems from San Francisco Community Behavioral Health Services.

Your communication with them will be kept strictly confidential.

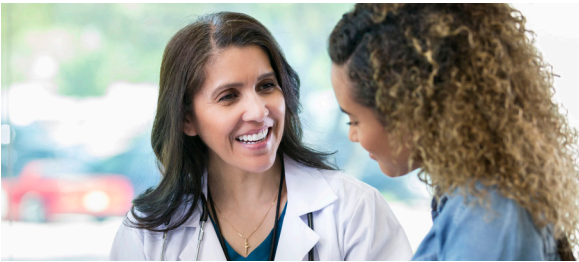
- Local Callers: **1(415) 255-3737**
- Toll-Free Callers: **1(888) 246-3333**
- TDD/TTY for People who are Deaf, Hard-of-Hearing, or have Speech Disabilities: **1(888) 484-7200**

Hospital Care

Healthy San Francisco provides hospital care at the hospital in your Medical Home Network.

Except in an emergency, you will need a doctor or a specialist in your Medical Home Network to refer you for hospital care.

Healthy San Francisco only covers the cost of services at the hospital in your Medical Home Network. If you are being treated at a San Francisco hospital other than one in your Medical Home Network, you could be billed for the services you received and may have to pay for those services.



Your Medical Home Clinic

Hospital Services

North East Medical Services (NEMS)	Zuckerberg San Francisco General 1001 Potrero Avenue 1(415) 206-8000
Sister Mary Philippa Clinic	UCSF Health St. Mary’s Hospital 450 Stanyan Street 1(415) 668-1000
Kaiser Permanente	Kaiser Permanente Medical Center 2425 Geary Boulevard 1(415) 833-2000
All Other Medical Homes San Francisco Health Network & San Francisco Community Clinic Consortium (SFCCC)	Zuckerberg San Francisco General 1001 Potrero Avenue 1(415) 206-8000

Family Planning

Family Planning services are available at most Healthy San Francisco Medical Homes. These may include:

- Birth control
- Pregnancy testing
- Sexually transmitted infection testing

Healthy San Francisco Participants can request an appointment for family planning services. Call your Medical Home to make an appointment for OB/GYN and other family planning services.

Healthy San Francisco is the program of last resort and will only include pregnancy-related services in the event the Participant is screened and is not found eligible for pregnancy-related coverage programs.

Durable Medical Equipment

Durable Medical Equipment is equipment your Primary Care Provider at your Medical Home may prescribe for you, such as a wheelchair or crutches.

Check with your Medical Home about where to take a prescription for durable medical equipment. The telephone number for your Medical Home is located on your Healthy San Francisco Participant ID Card, in the Medical Home Directory and online at **healthysanfrancisco.org**.

Lab Tests

If you need medical or laboratory tests, they may be performed either at your Medical Home or at the hospital in your Medical Home Network.

Not all Medical Homes provide testing or laboratory work. For more information, call your Medical Home or ask your doctor when the tests are ordered.

Pharmacy

As a Healthy San Francisco Participant, you can get prescription medicines. They'll be prescribed when you need them by your Medical Home doctor. Healthy San Francisco provides certain medications that have been approved for use. Healthy San Francisco only pays for approved prescription drugs prescribed by your primary care provider at your Medical Home.

Your Medical Home has a designated pharmacy or other resource for picking up prescription medicines. You can call your Medical Home to find its designated pharmacy or go on our website and view our interactive Medical Home map for information on where to get your prescriptions filled.

Any medications that have not been approved are not paid for by Healthy San Francisco.



Services Not Included

Healthy San Francisco is a limited health access program. There are certain services that are not included in Healthy San Francisco. The following is only a partial list of services that are not provided by Healthy San Francisco:

- Acupuncture
- Allergy Testing & Injections
- Chiropractic
- Cosmetic
- Dental
- Gastric by-pass Surgery & Services
- Genetic Testing & Counseling
- Infertility
- Long-term Care
- Organ Transplants
- Non-Emergency Transportation
- Travel Immunizations
- Vision
- Hearing Aids

Healthy San Francisco does not provide sexual reassignment surgery. However, Participants interested in sexual reassignment surgery may seek this service through a separate program offered by the San Francisco Department of Public Health. Get more information about transgender and sexual reassignment surgery at [sfdph.org](https://www.sfdph.org).

Staying Healthy

Here's how to make the most of your next doctor's visit:

Before Visiting Your Medical Home

When making the appointment, tell them about your concerns so the right amount of time will be scheduled for your visit. If it's your first visit to your Medical Home or with a new doctor, be prepared to provide your medical history.

- **Provide** information about any diseases that may run in your family
- **Describe** all of your current and past health problems and treatments
- **Bring** the containers for any prescription and over-the-counter medicines, herbs, supplements, or vitamins you are taking

Writing a few things down before you go to the doctor will make a big difference.

- **A short description** of your health problem should include a list of symptoms and details on when the problem started, where it is, what it feels like, and if there is anything you do that makes it worse or better
- **A list of all medications** you are taking should include how much and how often you take prescription and over-the-counter medicine, as well as herbs, supplements and vitamins
- **Any questions** you would like to ask your doctor

While You Are at Your Medical Home

When talking with your doctor, remember that your health is worth his or her time.

- **Clearly describe your health symptoms**, when it started, where it is, what it feels like. Writing information down in advance of your visit is always helpful
- **Ask questions** until you are sure that the doctor understands your concerns and completely answers your questions
- **Ask for written information** if you are not sure you will be able to remember everything
- **Don't forget about your emotional health**; it affects your physical health. So mention all mental health concerns, not just physical ones
- **Make sure your doctor is aware** of the prescription and over-the-counter medicines, herbs, supplements and vitamins you are taking
- **Make sure you know** which hospitals and pharmacies are partnered with your Medical Home

Before Leaving Your Medical Home, Find Out:

- **If and when you should return** for another visit
- **Whether you need to call in** for any test results or for a report on your condition
- **If there are certain warning signs** you should watch for
- **Whether there are materials** you could take home or a website you should visit to learn more about your diagnosis or treatment



Participant Fees

As a Healthy San Francisco Participant, there are some fees you may need to pay.

The Healthy San Francisco Participant fee is based on a sliding scale. This means that the program will cost Participants more or less depending on their income. Participants who earn less will pay less; Participants who earn more will pay more. Participant fees range from \$0 to \$450 and are paid four times a year. The exact cost will be determined by a Certified Application Assistor at the time your application is completed.

Point of Services Fees

In addition to the Participant fee, some Participants may have to pay a Point of Service fee to their clinic at the time services are received. For example, an additional fee might be needed each time you visit a physician, emergency room, or pick up a prescription.

The amount of the Point of Service fee depends on the Medical Home and household income of the Participant. If your income is below a certain amount, a Point of Service fee may not be required.



Time to Renew

To keep your access to health services, you must reapply for Healthy San Francisco every twelve months. This means that every year, you must meet with a Certified Application Assistor to fill out a new application and submit recent copies of required documents.

There are two easy steps to renew your participation in Healthy San Francisco:

1. Watch for your annual renewal notification letter in the mail.

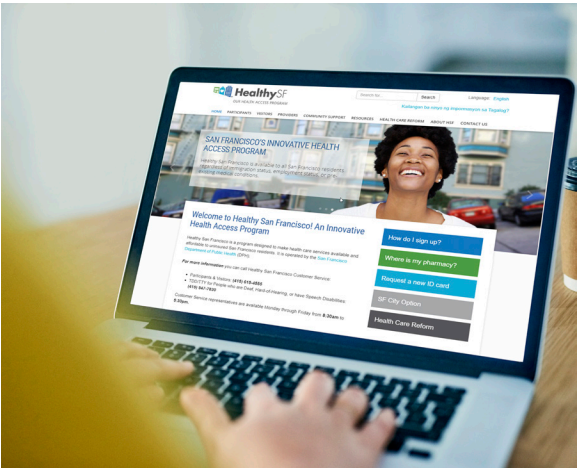
The date that you are accepted into Healthy San Francisco is called your anniversary date. You will receive a renewal notice in the mail prior to your anniversary date each year that you participate in the program.

2. Once you receive your renewal notice, make an appointment with a Certified Application Assistor at your Medical Home. Their contact information will be in the renewal notification letter you receive. It is your responsibility to make sure that you renew before your anniversary date. Failure to renew each year will result in your disenrollment from Healthy San Francisco.

If you move, be sure to call Healthy San Francisco Customer Service right away at **1(415) 615-4555**. If we do not have your most current address, you may not receive the renewal notification and you risk being disenrolled from the program.

If you are unable to receive notices by mail, call your Certified Application Assistor for help. You may be disenrolled from Healthy San Francisco if you:

- Fail to renew your Healthy San Francisco coverage
- Move outside of San Francisco
- Obtain health insurance
- Become eligible for government-sponsored health insurance such as Medi-Cal or Medicare
- Do not pay any required participation fees.
- Are found to have made untrue statements in your application or renewal materials
- Abuse the program



Visit us at:
healthysanfrancisco.org

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HealthySF

OUR HEALTH ACCESS PROGRAM

healthysanfrancisco.org

Healthy San Francisco is available to all San Francisco residents regardless of immigration status, employment status, or pre-existing medical conditions. It is operated by the San Francisco Department of Public Health (DPH).

Resources and Important Contacts

Healthy San Francisco

Customer Service

Monday through Friday, 8:30am to 5:30pm PST

1(415) 615-4555 Healthy San Francisco Participants

1(415) 547-7830 TDD for People who are Deaf,
Hard-of-Hearing, or have
Speech Disabilities

San Francisco Community Behavioral Health Services (CBHS)

1(415) 255-3737 Local Callers

1(888) 246-3333 Toll-Free Callers

1(888) 484-7200 TDD/TTY for People who are
Deaf, Hard of-Hearing, or have
Speech Disabilities

Emergency: Call **911**

- Get an ambulance
- Report a life-threatening emergency

Call **311** to:

- Get information about other community health resources
- Get information on all non-health related resources such as public recreation programs and other City services