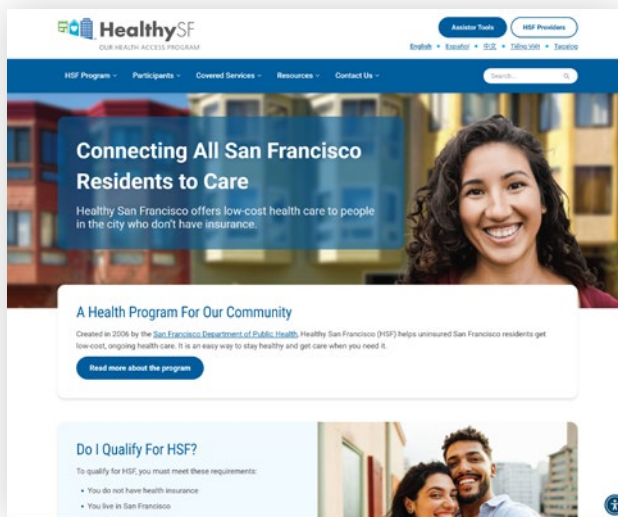


Healthy San Francisco is Not Health Insurance

Healthy San Francisco is not health insurance. You are still considered uninsured. You may pay a fine for not having health insurance.

Health insurance is a better option than Healthy San Francisco, if it is available to you. Health insurance gives you more benefits and services, and it also covers you when you get sick or hurt outside of San Francisco.



For more information

To learn more, visit healthysanfrancisco.org.



Call Healthy San Francisco Customer Service: **1(415) 615-4555**

We are here to help. You can call us Monday through Friday, from 8:00am–5:00pm.

You can also email us: info@healthysanfrancisco.org



PROGRAM INFORMATION & ENROLLMENT GUIDE



City and County of San Francisco
Department of Public Health
Updated September 2025

healthysanfrancisco.org

WELCOME TO Healthy San Francisco

Healthy San Francisco (HSF) offers affordable health care services to uninsured people living in San Francisco. It can help you get basic, ongoing, quality health care.

Are You Eligible?

You may be able to get HSF if you are:

- Living in San Francisco
- Uninsured
- Not able to get Medi-Cal or Medicare
- Age 18 or older
- Meet HSF household income requirement

How do I Apply?

To apply for HSF, you will need to meet with a program application assistor. You will be asked to show documents like your photo ID, proof that you live in San Francisco, and proof of your household income. During this process, the assistor will let you know if you are eligible for HSF.



Find an Enrollment Site

There are many HSF enrollment sites in San Francisco. To find one near you, please visit healthysanfrancisco.org or call Healthy San Francisco Customer Service at **1(415) 615 4555**.



Program Fees

There are two types of fees that you may have to pay after you join HSF. These are known as participant fees and point of service fees.

Participant Fees

Your participant fee is based on your household size and income. If your income is below a certain amount, you may not have to pay a participant fee at all. Participant fees range from \$0 to \$450 and are paid four times a year. You can pay your fees by mail or online.

Point of Service Fees

A point of service fee is a fee that you pay when you get health services. This could be visiting your doctor, picking up a medicine, or going to the emergency room. The amount of this fee depends on your Medical Home and your household income. If your income is below a certain amount, you may not have to pay a point of service fee at all.



Program Services and Benefits

HSF participants can receive basic health care services like:

- Preventive, routine, and specialty care
- Prescription medicines
- Hospital care
- Alcohol and drug use services
- Mental health care
- Ambulance services (emergency transportation within San Francisco only)
- Laboratory services and tests
- Family planning services

Services Not Included

HSF does not offer certain health services, like dental, vision, acupuncture, long-term care, and more.

More Benefits

All HSF participants get a participant ID Card, a participant handbook, and health education materials. You can also call our friendly Customer Service Center team who can help answer any questions.