

Healthy San Francisco Updates on COVID-19

The Healthy San Francisco Program remains open and continues to provide necessary health services to you.

Medical Home Updates

Due to local and state Shelter in Place orders, some Healthy San Francisco Medical Homes have adjusted their hours or suspended in person enrollment until further notice. **Please call your Medical Home before visiting.**

Information and program updates will be updated as information becomes available on the Healthy San Francisco website <https://healthysanfrancisco.org/>.

HSF Customer Service Is Available

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

Important COVID-19 Updates

Effective March 20, Healthy San Francisco has taken the following actions to ensure that HSF participants can continue to access necessary health care services during this time:

- 1. COVID-19 Screening and Testing.** Healthy San Francisco Medical Homes are waiving Point of Service (POS) fees for COVID 19 screening and testing for Healthy San Francisco participants. This waiver applies only if you are being screened and tested through your assigned Medical Home.
- 2. Extra Time to Renew Coverage.** Healthy San Francisco is giving you 90 extra days to renew if your Healthy San Francisco coverage expires in March, April and May. For example, if your HSF coverage expires March 30, your Healthy San Francisco coverage now won't expire until June 30. **If your coverage terminated in March and you have difficulty accessing services, please call HSF Customer Service, Monday through Friday, 8:30 a.m. to 5:30 p.m. at 415-615-4555.**
- 3. Financial Assistance Available.** If you are unable to pay your quarterly participant fee at this time, please contact Healthy San Francisco Customer Service, Monday through Friday, 8:30 a.m. to 5:30 p.m. at 415-615-4555. They can help you make arrangements for you to reduce the financial hardship and keep your Healthy San Francisco eligibility.



SFHP Service Center Temporarily Closed

In accordance with the Shelter in Place order from the City and County of San Francisco, the San Francisco Health Plan (SFHP) Service Center will be closed until further notice.

All scheduled Healthy San Francisco appointments at the SFHP Service Center are currently being rescheduled. To make a future appointment or if you have any questions, call HSF Customer Service Monday through Friday, 8:30am to 5:30pm at 415-615-4555.