

# If You Need to Access Medical Care, Please Call Your Medical Home to Schedule an Appointment!

## Healthy San Francisco and You During COVID-19 Pandemic

Our priority is to make sure you continue to access needed medical and pharmacy services during these hard times.



Medical Updates



Testing



Pharmacy



Appointments

## What Actions Has Healthy SF Taken to Keep Participants' Coverage?

### 1 Extra Coverage at No Cost

- Participants who had coverage ending in September, October, and November 2020 received additional 180 days of coverage at no cost.
- Participants who were disenrolled between June 18 to August 31 because they did not renew were re-enrolled with an additional 180 days of coverage from their disenrollment date.

### 2 Financial Assistance for Quarterly Participant Fees

- Participants with a quarterly fee may apply for financial assistance if they are not able to pay.
- To apply for financial assistance, please call Healthy San Francisco Customer Service Monday through Friday, 8:30am to 5:30pm at **1(415) 615-4555**.

### 3 No Disenrollment for Not Paying Participant Fee

- Since March 2020, Healthy San Francisco has not disenrolled participants who were unable to pay their quarterly participant fees.
- Participants are still required to renew their coverage.
- If you think you were disenrolled because you did not pay your invoice, please call Healthy San Francisco Customer Service Monday through Friday, 8:30am to 5:30pm at **1(415) 615-4555**.



To find out if you are eligible for the program and schedule an appointment to enroll, please call Healthy San Francisco Customer Service Monday through Friday, 8:30am to 5:30pm at **1(415) 615-4555**.