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 |

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### 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**.