

Agenda: Item 3

Healthy San Francisco: A Presentation from the San Francisco Department
of Public Health [INFORMATION AND DISCUSSION]

Healthy San Francisco Overview

**Taxi Commission Meeting
January 27, 2009**

**Adrian Nunez
Sr Manager Community Relations & HK Program
San Francisco Health Plan**

Note: The following presentation contains a summary of HSF eligibility guidelines as of January 21, 2009. Please refer to www.healthysanfrancisco.org for a more detailed and current overview of the HSF program.

Overview

- Background
- What is Healthy San Francisco?
- How much does it cost?
- How and Where to Apply
- Questions

HSF Background



- Board of Supervisors passed Health Care Security Ordinance in August 2006 to try to deal with uninsured in San Francisco
- Required employers to contribute to cost of employees' health care (ESR)
- Created *Healthy San Francisco (HSF)* to provide uninsured San Franciscans access to health care

What is Healthy San Francisco?



- *Healthy San Francisco* is a program created by the city of San Francisco that makes health care services accessible and affordable for uninsured residents. *Healthy San Francisco* offers a new way for San Francisco residents who do not have health insurance, to have basic and ongoing medical care.
- Some services such as Vision, Dental, Acupuncture, and others are not included.

What is Healthy San Francisco?



- *Healthy San Francisco is Not Health Insurance.*
- *Persons should not drop insurance. Insurance is always a better choice because *Healthy San Francisco* has limited services and places you can go to get medical care.*
- *Participants in *Healthy San Francisco* are each assigned a Medical Home. A Medical Home (in most cases, a clinic) provides all basic health care services.*

HSF will feel like an organized program to participants



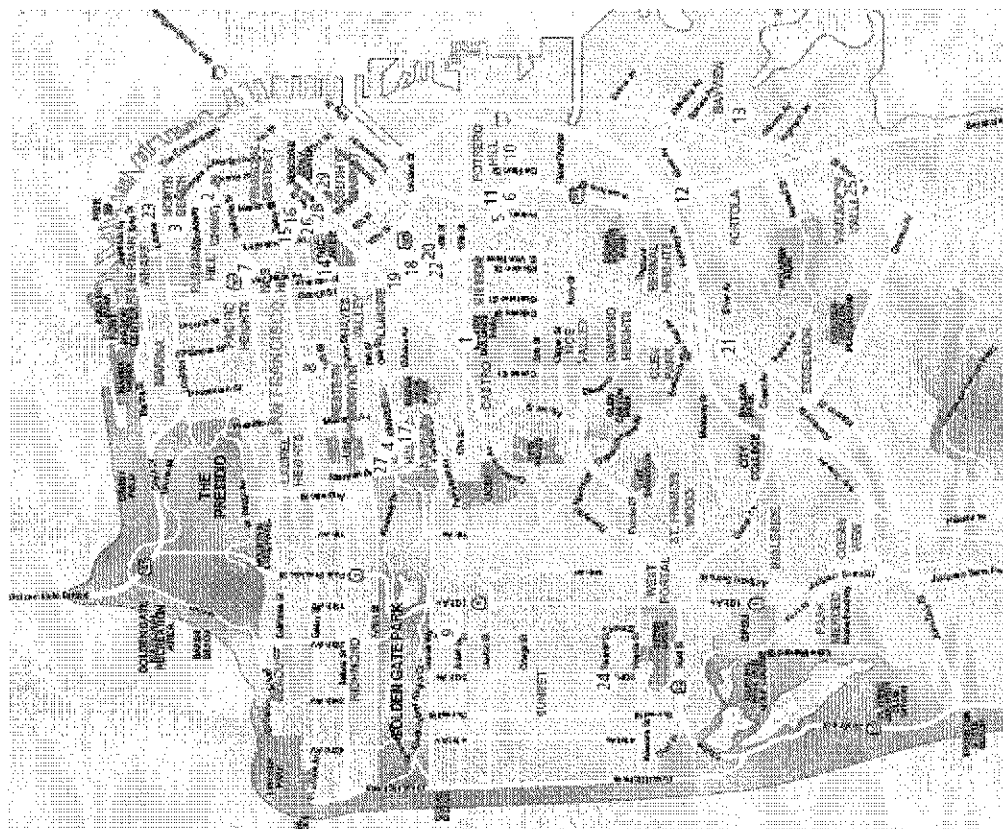
- Participants get to choose a clinic as their “Medical Home”
- Medical home = participating clinic
 - All DPH clinics (e.g. General Medical Clinic, Ocean Park Health Center)
 - San Francisco Consortium Clinics (e.g. NEMS, MNHC)
 - Chinese Community Health Care Association
- The Medical Home will assign participants to a primary care provider

Medical Home Network



Medical Home Network

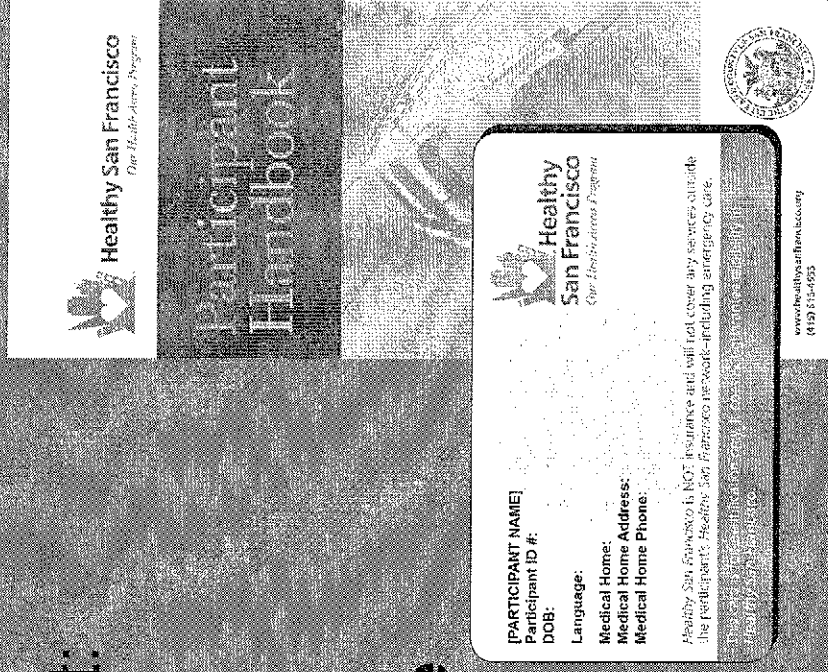
1. Castro Mission Health Center
3650 17th Street (415) 487-7500
2. CCHCA - Chinese Hospital
835 Jackson Street (415) 234-2113
3. Chinatown Public Health Center
1490 Mason Street (415) 354-7600
4. Cole Street Clinic
555 Cole Street (415) 751-3131
5. Family Health Center at SFGH
925 Potrero Avenue Building 80,
1st Floor (415) 705-5252
6. General Medical Center at SFGH
1201 Potrero Avenue, Suite 1M3
(415) 205-0402
7. Larkin Street Clinic
1138 Sutter Street
(415) 673-0911 ext. 259
8. Maxine Hall Health Center
1301 Pierce Street (415) 252-1300
9. Ocean Park Health Center
1351 24th Avenue (415) 622-1900
10. Potrero Hill Health Center
1050 Wisconsin Street (415) 920-1250
11. Positive Health Program at SFGH
925 Potrero Avenue, Ward 86
(415) 205-2400
12. Silver Avenue
Family Health Center
1525 Silver Avenue (415) 657-1700
13. Southeast Health Center
2401 Keith Street (415) 671-7000
14. Tom Waddell Health Center
50 Ivy Street (415) 355-7400
15. Curry Senior Center
333 Turk Street (415) 885-2274
16. Glide Health Services
330 Ellis Street, 6th Floor
(415) 674-5140
17. Haight Ashbury
Free Medical Clinic
558 Clayton Street (415) 746-1950
18. Haight Ashbury
Integrated Care Center
1735 Mission Street (415) 746-1940
19. Lyon-Martin Health Services
1748 Market Street, Suite 201
(415) 555-7867
20. Mission Neighborhood
Health Center
240 Shonwell Street (415) 552-3870
21. Mission Neighborhood
Health Center - Excelsior
4434 Mission Street (415) 406-1353
22. Native American Health Center
160 Capp Street (415) 621-3251
23. NEMS - Chinatown
1520 Stockton Street
(at Columbus Street)
(415) 391-0686
24. NEMS - Sunset
2308 Taraval Street
(at 33rd Avenue) (415) 391-0686
25. NEMS - Westcliff Valley
32 Leland Avenue
(at Bayshore Blvd.)
(415) 391-0686
26. Saint Anthony
Free Medical Clinic
105 - 107 Golden Gate Avenue
(415) 241-8320
27. Sister Mary Philippa Clinic
2235 Hayes Street, 5th Floor
(415) 750-5500
28. South of Market Health Center
551 Minna Street (415) 626-2951
29. South of Market Senior Clinic
317 Clementina Street
(415) 284-2270



HSF will feel like an organized program to participants



- After enrollment, participants get:
 - ID card with medical home
 - Participant handbook
 - Access to customer service to help them with questions/concerns
- Later, they will get health reminders/ notices



HSF is not health insurance

- Doesn't guarantee everything insurance does
- **Limited services**
- **Limited network**
- **Timeliness of appointment not guaranteed**
- **Program limited by City budget; Could be limited/terminated by Board of Supervisors**

Services Included



The following services are included with *Healthy San Francisco*:

- Preventive and Routine Care
- Specialty Care
- Urgent Care *
- Emergency Care *
- Ambulance Services **
- Hospital Care *
- Alcohol and Drug Abuse Care
- Laboratory Services and Tests
- Mental Health Care
- Family Planning
- Durable Medical Equipment
- Prescription Medicine

* At San Francisco General Hospital for most participants

** Only for transportation for emergencies within San Francisco

Who is eligible for HSF?



- **Eligibility rules**
 - Resident of San Francisco
 - Adult = ages 18-64
 - Uninsured
 - Not covered via employer based coverage or individually purchased insurance past 90 days
 - Not eligible for any other government program such as Medi-Cal or Medicare
 - Households income under 300% of FPL
 - Up to 500% on February 10, 2009

How much does it cost?



- All HSF participants with FPL's over 100% will be assigned a Participant Fee: a quarterly fee to remain enrolled in HSF

FPL	GA/HmIs	0-100%	101-200%	201-300%	301-400%	401-500%	500%+
Qrt Fee	\$0	\$0	\$60	\$150	\$300	\$450	\$675
Mnth Fee	\$0	\$0	\$20	\$50	\$100	\$150	\$225

- Point of Service Fees: a fee for medical care that is paid at the time of service (varies by Medical Home and household income)

How much does it cost?



HSF Monthly Gross Income Categories & Quarterly Fees

Total Family - Gross Monthly Income*** Ranges (April '08 - March '09)

Family Size (Including Children)	0-100 % FPL	101-200% FPL	201-300 % FPL	301-400% FPL**	401-500% FPL**
1	\$0 - \$867	\$868 - \$1,734	\$1,735 - \$2,600	\$2,601 - \$3,467	\$3,468 - \$4,334
2	\$0 - \$1,167	\$1,168 - 2,334	\$2,335 - \$3,500	\$3,501 - \$4,667	\$4,668 - \$5,834
3	\$0 - \$1,467	\$1,468 - \$2,934	\$2,935 - \$4,400	\$4,401 - \$5,867	\$5,868 - \$7,334
4	\$0 - \$1,767	\$1,768 - \$3,534	\$3,535 - \$5,300	\$5,301 - \$7,067	\$7,068 - \$8,834
5	\$0 - \$2,067	\$2,068 - \$4,134	\$4,135 - \$6,200	\$6,201 - \$8,267	\$8,268 - \$10,334
6	\$0 - \$2,367	\$2,368 - \$4,734	\$4,735 - \$7,100	\$7,101 - \$9,467	\$9,468 - \$11,834
Participant Quarterly Fee for Each Person	\$0	\$60	\$150	\$300	\$450

* A pregnant woman counts as a family of 2

***For Healthy San Francisco, certain assets are counted in total income

Not for Public Use

**301-500% brackets will be effective on February 10, 2009
Created for Application Assistance by Healthy San Francisco, CHN&I

Documentation to Apply for HSF



- Applicants must bring the following documentation to enrollment appointment:
 - **Personal identification** (driver's license, ID, passport)
 - **San Francisco residency verification** (rental or lease agreement, utility bill)
 - **All family income verification** (pay stubs, tax return statements, award letters)
 - **All family assets information** (bank statements, stock/mutual fund statements)

How to Apply for HSF



- 3-1-1 Call Center is available for persons not yet enrolled in HSF and are interested in enrolling or learning more about HSF
- Web-based application process that screens for other programs with the assistance from Application Assistors
- www.healthysanfrancisco.org

HSF Current Enrollment and Demographic Data



As of January 10, 2009

- 34,574 HSF participants
- Over 125 HSF application assistors in San Francisco

Healthy San Francisco



Questions?

Please visit:

www.healthysanfrancisco.org

Or call 3-1-1 for more information

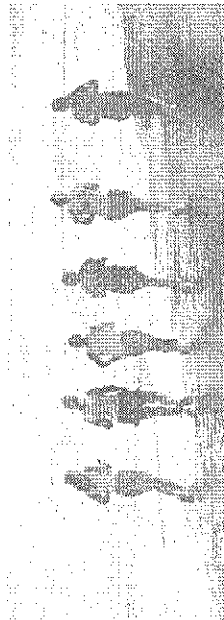
WELCOME TO Healthy San Francisco

Healthy San Francisco provides affordable health care services to uninsured people living in San Francisco. It's a new way for uninsured San Franciscans to get basic, ongoing, quality medical care.

PROGRAM SERVICES & BENEFITS

Healthy San Francisco participants receive basic medical services that include:

- Preventive, Routine and Specialty Care
- Prescription Medicines
- Hospital Care
- Alcohol and Drug Abuse Care
- Mental Health Care
- Ambulance Services -- only transportation for emergencies within San Francisco
- Laboratory Services and Tests
- Family Planning Services



SERVICES NOT INCLUDED

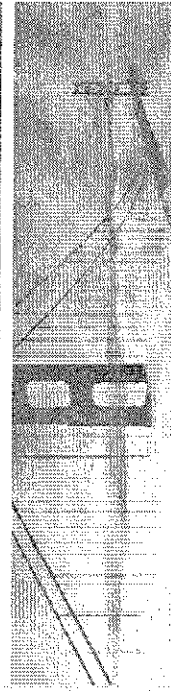
Health care services not provided by Healthy San Francisco include, but are not limited to: Dental, Vision, Acupuncture, and Long-term Care.

ADDITIONAL PARTICIPANT BENEFITS

All Healthy San Francisco participants receive a personalized Participant ID Card, a free newsletter subscription, health education materials, and access to friendly Customer Service Center representatives who can help answer questions.



Program Information & Enrollment Guide

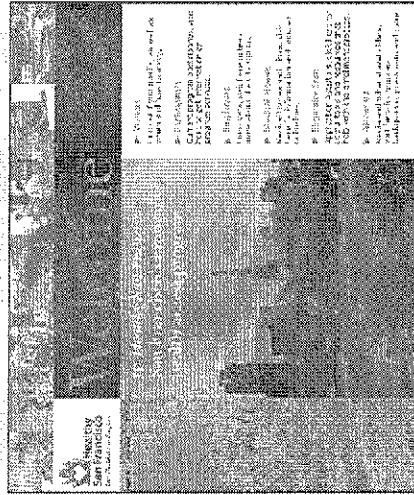


City and County of San Francisco
Department of Public Health

www.healthysanfrancisco.org

FOR MORE INFORMATION

Visit www.healthysanfrancisco.org



Call the City Information Line at 3-1-1
or (415) 701-2311 outside of SF

Email info@healthysanfrancisco.org

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4/2/08 Healthy San Francisco

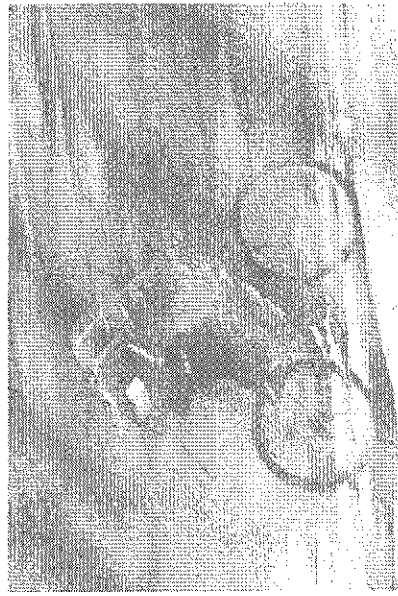
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DO YOU QUALIFY?

You may qualify for *Healthy San Francisco* if you are all of the following:

- A San Francisco resident
- Uninsured for the last 90 days
- Not eligible for public insurance programs such as Medi-Cal or Healthy Families
- Between the ages of 18 and 64
- Living within program income guidelines

Healthy San Francisco is available to San Francisco residents regardless of immigration status, employment status, or pre-existing medical conditions.



If you have health insurance, keep it!

Healthy San Francisco is not health insurance, and has limited services and places you can visit for medical care. If you have health insurance, do not drop it.

HOW TO APPLY

To apply for *Healthy San Francisco*, you will need to meet with a program Application Assistor. You will be asked to provide documents such as personal identification, proof that you live in San Francisco, and proof of your family income and assets. During the application process, the assistor will let you know whether or not you qualify.

Make an appointment

To find an enrollment site near you, make an appointment to apply, or for more information, please visit www.healthysanfrancisco.org or call 3-1-1, the City's information line.

Don't wait until you're sick to seek medical care.

Healthy San Francisco participants receive access to regular check-ups and enjoy established, trusting relationships with doctors who are familiar with their medical histories and special medical needs.

PROGRAM FEES

There are two types of fees that may be required after you join *Healthy San Francisco*: A Participant Fee and a Point-of-Service Fee.

Participant Fees

Your Participant Fee is based on your family size and household income. If your income is below a certain amount, you may not be required to pay a Participant Fee at all.

To figure out what your quarterly Participant Fee might be, use the chart below.

Your Family Size	Your Monthly Family Income				
1	\$0 - \$ 867	\$ 869 - \$1,734	\$1,755 - \$2,601		
2	\$0 - \$1,167	\$1,168 - \$2,334	\$ 2,335 - \$3,501		
3	\$0 - \$1,467	\$1,468 - \$2,934	\$ 2,935 - \$4,401		
4	\$0 - \$1,767	\$1,768 - \$3,534	\$ 3,535 - \$5,301		
5	\$0 - \$2,067	\$2,068 - \$4,134	\$ 4,135 - \$6,201		
	\$0 quarterly	\$60 quarterly	\$150 quarterly		

Your quarterly Participant Fee might be

Point-of-Service Fees

A Point-of-Service Fee is a small fee paid when you visit your doctor, pick up a prescription, or go to the emergency room. The amount of this fee depends on which Medical Home you belong to, and your household income. If your income is below a certain amount, you may not be required to pay a Point-of-Service Fee at all.

SAN FRANCISCO EMPLOYERS & THEIR EMPLOYEES

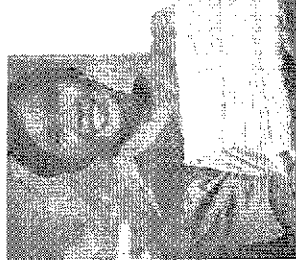
San Francisco Employers



Employers with 20 or more employees may choose to make a payment to the City on behalf of their employees to comply with the Health Care Security Ordinance (HCSO).

Employees who meet program eligibility requirements will be invited to apply for *Healthy San Francisco*. Employees who are not eligible to apply will be assigned Medical Reimbursement Accounts to pay for out-of-pocket medical expenses.

While *Healthy San Francisco* provides basic and ongoing medical care, the program is not health insurance. If you currently offer health insurance, do not drop it.



Employees who work in San Francisco

If your employer makes a payment on your behalf to the City, and if you are an uninsured San Francisco resident, you will be able to apply for *Healthy San Francisco*. If eligible, you may receive a 75% discount on the quarterly Participant Fee.

For more information about participating in *Healthy San Francisco* either as an employer or as an uninsured person working in San Francisco, please visit www.healthysanfrancisco.org or call 3-1-1, the City's information line.



Healthy San Francisco
Our Health Access Program