

Step-by-Step Open Enrollment Guide

STEP 1: Review your Open Enrollment Letter for current medical, dental and vision elections and the new 2023 rates. Review your Healthcare and Dependent Care FSA needs. **If you have no changes to your existing elections, you do not need to take any further action.**

Do you have any changes you want to make?

- If **YES**, go to **Steps 2 through 8** on how to make changes to your medical, dental, vision elections and enroll in a Healthcare and/or Dependent Care FSA.
- If **NO**, please continue to **Step 3** if you would like to add or drop dependents. Otherwise, no further action is required. Please proceed to **Step 9**.

STEP 2: FSA accounts require annual re-enrollment. Learn about your FSA options and rules on page 8. Would you like to set aside pre-tax dollars for upcoming healthcare or dependent care expenses?

- If **YES**, determine how much you would like to set aside.
- In *eBenefits*, complete the **Choose a Flexible Spending Account** page.
- If **NO**, please review **Step 3**.

STEP 3: Review dependent eligibility rules online at sfhss.org/eligibility-rules and the dependent(s) listed in your Open Enrollment letter. Do you need to add or drop a dependent?

- If **NO**, and you have no changes to your benefit elections, then you have no further actions to take.
- If **YES**, complete the **Review Dependents** page in *eBenefits* to add dependents or modify existing dependents.
- Submit copies of supporting documents. New dependents must have supporting documentation submitted with their elections in order to be enrolled (e.g. birth certificate, certified marriage certificate).

STEP 4: Making changes to your health plan benefits.

- Review the service areas of the medical plans available to you online at sfhss.org/actives-service-areas.
- Review coverage details on pages 4 and 5.
- Review the rates for available plans in your area on page 2 of your enclosed Open Enrollment letter.
- In *eBenefits*, complete the **Choose a Medical Plan** page.

STEP 5: Making changes to your vision benefits.

- Review the vision benefit options and rates on page 6.
- You must be enrolled in a medical plan to receive vision benefits.
- Enrollment in the VSP Premier Plan requires that all dependents enrolled in medical coverage be enrolled in the VSP Premier Plan.
- In *eBenefits*, complete the **Enroll in a Vision Premier Plan** page.

STEP 6: Making changes to your dental benefits.

- Review your dental benefit options and costs on page 7.
- In *eBenefits*, complete the **Enroll in a Dental Plan** page.

STEP 7: Are you interested in voluntary benefits that could protect your savings from an injury or illness?

- Go to page 9 to review the different voluntary benefits. Contact WORKTERRA at **(866) 528-5360** or enroll online. To access the WORKTERRA application, go to <https://myapps.sfgov.org> and click on the WORKTERRA tile where you can self-enroll, dis-enroll, or confirm any existing elections.

STEP 8: Enroll online using *eBenefits*. Refer to the enclosed Self-Service instructions attached to your letter or go to sfhss.org/ebenefits to get started. Be sure to click **Save and Continue** through each screen. You must click **Submit** at the end in order to complete your enrollment. Otherwise, your elections will not be recorded.

If you are unable to enroll online, download an Open Enrollment Application form and return your form and documentation by fax or mail to SFHSS. Our mailing address is **1145 Market Street, 3rd Floor, San Francisco, CA 94103** or fax to **(628) 652-4701**. To download an Open Enrollment Application form, visit sfhss.org/oe2023

STEP 9: You'll receive your Confirmation Statement in the mail from SFHSS in December.

Please review the Confirmation Statement to make sure your benefit elections are correct. *Changes made during Open Enrollment take effect January 1, 2023.* **In order to serve as many members as possible, we are providing consultations by telephone only. For HELP**, call SFHSS Member Services at **(628) 652-4700** or visit sfhss.org

 **The Open Enrollment deadline is October 31, 2022, 5:00pm, PST.**



Highlights for 2023

Open Enrollment Health Fairs are Back!

This year, we are bringing back in-person health fairs and online webinars, so that no one has to miss out on important benefits information. Check out our calendar of events at sfhss.org/oe2023.

Medical, Vision, and Dental

- **Health Net CanopyCare HMO** is celebrating one year of serving SFHSS! Canopy Health, the featured network of CanopyCare HMO, is a network of providers from multiple medical groups and several hospitals across the San Francisco Bay Area. Members can access top specialists who may be outside of their primary care physician's (PCP) medical group through the Alliance Referral Program which allows members to seek referrals to any specialist across the entire Canopy Health network. CanopyCare HMO is expanding into Sonoma and Napa Counties.* Learn more at sfhss.healthnetcalifornia.com.

** Pending approval from the Department of Managed Health Care.*

- **Kaiser Permanente HMO** has a new facility in San Francisco called **Care Essentials** conveniently located at the Salesforce Transit Center at 425 Mission Street. Kaiser members and people working downtown can get treatment for minor illnesses and injuries, labs and screenings, prescriptions, flu shots, vaccines, and certain tests performed. Please note that emergency and urgent care services are not available at this location. Visit kp.org/careessentials/sf to make an appointment.
- **VSP** has expanded its network to include Walmart Vision and Sam's Club Vision as in-network providers. Membership is not required at Sam's Club for exams but is needed to purchase lenses or frames. With the new **VSP LightCare Program**, members who do not need prescription eyewear can now use their regular frame allowance for ready-made non-prescription sunglasses or ready-made non-prescription blue light filtering glasses. In addition, for union contracts that provide VSP's Computer VisionCare Program (also known as VDT), the benefit has been enhanced to include anti-reflective and UV coatings covered-in-full. For more information, visit sfhss.org/vsp-vision-plans.
- **Delta Dental PPO** Diagnostic and preventive services (i.e. cleanings, exams and/or x-ray services) will no longer count against the \$2,500 annual benefit maximum. This benefits enhancement means you will have more coverage for your dental care needs.

Well-Being

- Visit sfhss.org/events regularly to sign up for exercise classes and new Well-Being programs.
- **Get Your Flu Shot:** You can get your flu shot through your health plan. For more information on flu prevention go to sfhss.org/well-being/flu-prevention.



Executive Director's Message



As a nurse, I can't even begin to count the number of patients I've seen who had to recover from a bad injury. If you break your leg, you have to endure weeks in a cast. Simple things you took for granted before like bathing becomes a two person task, if you're lucky enough to have the support, or an awkward feat that takes triple the time. Finally, when it's time to take the cast off, you realize that's when the real work begins. Your leg has been cooped up and your muscles don't function the way you remember. You need to dedicate time to physical therapy before you can feel like yourself again.

Recovering from the pandemic is like recovering from a serious injury. You can't sit back and expect the recovery to just happen. It takes intention to get out and support the cafes, bakeries, restaurants and all your favorite shops and businesses. You conjure up motivation to go to the gym to workout. You set your alarm earlier than you had it set before the pandemic to get yourself up to commute to your workplace to work. Then, you brave those awkward stages of another outbreak or surge where every little symptom you used to disregard gets dissected and analyzed. "Is it COVID or allergies or the cold or flu?" "Should I take an at-home test, PCR or both just to be safe?"

I get it. Recoveries are trying as I've witnessed firsthand throughout my career as a nurse. To get there, I visualize the future, then start marching with intention towards reaching that future state. I want to see a vibrant San Francisco again, so I decided to make Fridays my Bikeshare to work day and I've been having lunch at some of my favorite restaurants around City Hall each week.

At the San Francisco Health Service System (SFHSS), we're obsessed with the future, because we spend the better part of the year working on benefits for next year, 2023. And now, it is up to you! Think about what you want your future state of health to be and take time to honestly evaluate your satisfaction with your health plans and other benefits. Some health plans are stronger in certain areas than others, so choose the plan that best meets your needs. Open Enrollment is the time to actively pause and consider your choices. Did you get the most out of your benefits and use the services to help you improve your health? If not, then it may be time to switch to a plan with programs and services you can and will use.

Our lives have been changed by this pandemic, so please be intentional for this Open Enrollment and for our recovery from this pandemic. What choices are you making to improve your health and the health of your community? Imagine your future state and act with intention to get there!

Be well,

Abbie Yant, *RN, MA*
Executive Director



Medical Plans

This chart provides a summary of benefits only. To enroll in Health Net CanopyCare HMO, Kaiser Permanente HMO, or Blue Shield of California Trio or Access+ HMO, you must live or work in a zip code serviced by the plan. Contact the medical plan if you have questions about covered service areas. Blue Shield of California PPO-Accolade does not have service area requirements. In any instance where information in this chart or Guide conflicts with the plan's Evidence of Coverage (EOC), the plan's EOC shall prevail. Review your plan's EOC (available for download) at sfhss.org/oe2023.

	HEALTH NET CANOPYCARE HMO	BLUE SHIELD of CALIFORNIA HMO		KAISER PERMANENTE HMO	BLUE SHIELD of CALIFORNIA PPO	
	CANOPYCARE HMO	TRIO HMO	ACCESS+ HMO	TRADITIONAL HMO	BLUE SHIELD OF CALIFORNIA PPO	
Choice of Physician	PCP assignment required.	PCP assignment required.	PCP assignment required.	KP network only. PCP assignment required.	You may use any licensed provider. You receive a higher level of benefit and pay lower out-of-pocket costs when choosing in-network providers.	
Deductible	No deductible	No deductible		No deductible	IN-NETWORK AND OUT-OF-AREA	OUT-OF-NETWORK
					\$250 employee only \$500 +1 \$750 +2 or more	\$500 employee only \$1,000 +1 \$1,500 +2 or more
Out-of-Pocket Maximum does not include premium contributions	\$2,000 per individual \$4,000 per family	\$2,000 per individual \$4,000 per family		\$1,500 per individual \$3,000 per family	\$3,750 per individual \$7,500 per family	\$7,500 per individual
General Care and Urgent Care						
Annual Physical; Well Woman Exam	No charge	No charge		No charge	100% covered no deductible	50% covered after deductible
Doctor Office Visit	\$25 co-pay	\$25 co-pay		\$20 co-pay	85% covered after deductible	50% covered after deductible
Urgent Care Visit	\$25 co-pay in-network and out-of-network	\$25 co-pay in-network		\$20 co-pay	85% covered after deductible	50% covered after deductible
Family Planning	No charge	No charge		No charge	100% covered no deductible	50% covered after deductible
Immunizations	No charge	No charge		No charge	100% covered no deductible	100% covered no deductible
Lab and X-ray	No charge	No charge		No charge	85% covered after deductible & prior notification	50% covered after deductible & prior notification
Doctor's Hospital Visit	No charge	No charge		No charge	85% covered after deductible	50% covered after deductible
Prescription Drugs						
Pharmacy: Generic	\$10 co-pay 30-day supply	\$10 co-pay 30-day supply		\$5 co-pay 30-day supply	\$10 co-pay 30-day supply	\$10 co-pay plus 50% Coinsurance; 30-day supply
Pharmacy: Brand-Name	\$25 co-pay 30-day supply	\$25 co-pay 30-day supply		\$15 co-pay 30-day supply	\$25 co-pay 30-day supply	\$25 co-pay plus 50% Coinsurance; 30-day supply
Pharmacy: Non-Formulary	\$50 co-pay 30-day supply	\$50 co-pay 30-day supply		Physician authorized only	\$50 co-pay 30-day supply	\$50 co-pay, plus 50% Coinsurance; 30-day supply
Mail Order: Generic	\$20 co-pay 90-day supply	\$20 co-pay 90-day supply		\$10 co-pay 100-day supply	\$20 co-pay 90-day supply	Not covered
Mail Order: Brand-Name	\$50 co-pay 90-day supply	\$50 co-pay 90-day supply		\$30 co-pay 100-day supply	\$50 co-pay 90-day supply	Not covered
Mail Order: Non-Formulary	\$100 co-pay 90-day supply	\$100 co-pay 90-day supply		Physician authorized only	\$100 co-pay 90-day supply	Not covered
Specialty	20% up to \$100 co-pay; 30-day supply	20% up to \$100 co-pay; 30-day supply		20% up to \$100 co-pay; 30-day supply	\$50 co-pay 30-day supply	\$50 co-pay, plus 50% Coinsurance; 30-day supply

HEALTH NET CANOPYCARE HMO		BLUE SHIELD of CALIFORNIA HMO		KAISER PERMANENTE HMO	BLUE SHIELD of CALIFORNIA PPO	
	CANOPYCARE HMO	TRIO HMO	ACCESS+ HMO	TRADITIONAL HMO IN-NETWORK ONLY	IN-NETWORK AND OUT-OF-AREA	OUT-OF-NETWORK
Hospital Outpatient and Inpatient						
Hospital Outpatient	\$100 co-pay per surgery	\$100 co-pay per surgery		\$35 co-pay	85% covered after deductible	50% covered after deductible
Hospital Inpatient	\$200 co-pay per admission	\$200 co-pay per admission		\$100 co-pay per admission	85% covered after deductible; may require prior notification	50% covered after deductible; may require prior notification
Hospital Emergency Room	\$100 co-pay waived if hospitalized	\$100 co-pay waived if hospitalized		\$100 co-pay waived if hospitalized	85% covered after deductible if non-emergency, 50% after deductible	85% covered after deductible if non-emergency, 50% after deductible
Skilled Nursing Facility	No charge 100 days per plan year	No charge 100 days per plan year		No charge 100 days per benefit period	85% covered after deductible; 120 days per plan year; limits apply	50% covered after deductible; 120 days per plan year; limits apply
Hospice	No charge authorization required	No charge authorization required		No charge when medically necessary	85% covered after deductible; prior notification	50% covered after deductible; prior notification
Maternity and Infertility						
Hospital or Birthing Center	\$200 co-pay per admission	\$200 co-pay per admission		\$100 co-pay per admission	85% covered after deductible; may require prior notification	50% covered after deductible; may require prior notification
Pre-/Post-Partum Care	No charge	No charge		No charge	85% covered after deductible	50% covered after deductible
Well Child Care	No charge must enroll newborn within 30 days of birth; see EOC	No charge must enroll newborn within 30 days of birth; see EOC		No charge must enroll newborn within 30 days of birth; see EOC	100% covered no deductible	100% covered no deductible
IVF, GIFT, ZIFT and Artificial Insemination	50% covered limitations apply; see EOC	50% covered limitations apply; see EOC		50% covered limitations apply; see EOC	50% covered after deductible; limitations apply; prior notification	50% covered after deductible; limitations apply; prior notification
Mental Health and Substance Abuse						
Outpatient Treatment	\$25 co-pay non-severe and severe	\$25 co-pay non-severe and severe		\$10 co-pay group; \$20 co-pay individual	85% covered after deductible; prior notification	50% covered after deductible; prior notification
Inpatient Facility including detox and residential rehab	\$200 co-pay per admission	\$200 co-pay per admission		\$100 co-pay per admission	85% covered after deductible; prior notification	50% covered after deductible; prior notification
Other						
Hearing Aids 1 aid per ear every 36 months; evaluation no charge	Up to \$5,000, combined for both ears, every 36 months; no charge for evaluation	Up to \$2,500 per ear, every 36 months; no charge for evaluation		Up to \$2,500 per ear, every 36 months; no evaluation charge	85% covered after deductible; up to \$2,500 per ear, every 36 months	50% covered after deductible; up to \$2,500 per ear, every 36 months
Medical Equipment, Prosthetics and Orthotics	No charge as authorized by PCP	No charge as authorized by PCP		No charge as authorized by PCP	85% covered after deductible; prior notification	50% covered after deductible; prior notification
Physical and Occupational Therapy	\$25 co-pay	\$25 co-pay		\$20 co-pay authorization required	85% covered after deductible; limitations may apply, see EOC	50% covered after deductible; limitations may apply, see EOC
Acupuncture/Chiropractic	\$15 co-pay 30 visits max for each per plan year; ASH network	\$15 co-pay 30 visits max for each per plan year; ASH network		\$15 co-pay up to a combined total of 30 chiropractic and acupuncture visits/year; ASH network	50% covered after deductible; \$1,000 max per plan year	50% covered after deductible; \$1,000 max per plan year
Gender Dysphoria office visits and outpatient surgery	Co-pays apply authorization required	Co-pays apply authorization required		Co-pays apply authorization required	85% covered after deductible; prior notification	50% covered after deductible; prior notification



Vision Plans

SFHSS members and dependents enrolled in a medical plan automatically receive VSP Vision Care's Basic Vision coverage.

You may go to a VSP network or non-network provider. Visit www.vsp.com for a complete list of network providers. To receive services from a network provider, contact the provider and identify yourself as a VSP Vision Care member *before* your appointment. VSP will provide benefit authorization directly to the provider. Services must be received prior to the benefit authorization expiration date. If you receive services from a network provider *without* prior authorization or obtain services from an out-of-network provider (including Kaiser Permanente HMO), you are responsible for payment in full to the provider. You may submit an itemized bill to VSP for partial reimbursement. Download claim forms at www.vsp.com.

Covered Services	VSP Basic ¹	VSP Premier					
Well Vision Exam	\$10 co-pay every calendar year	\$10 co-pay every calendar year					
Single Vision Lenses	\$25 co-pay every other calendar year ²	\$0 every calendar year					
Lined Bifocal Lenses	\$25 co-pay every other calendar year ²	\$0 every calendar year					
Lined Trifocal Lenses	\$25 co-pay every other calendar year ²	\$0 every calendar year					
Standard Progressive Lenses	100% coverage every other calendar year	100% coverage every calendar year					
Premium Progressive Lenses	\$95–\$105 co-pay every other calendar year	\$25 co-pay every calendar year					
Custom Progressive Lenses	\$150–\$175 co-pay every other calendar year	\$25 co-pay every calendar year					
Standard Anti-Reflective Coating	\$41 co-pay every other calendar year	\$25 co-pay every calendar year					
Premium Anti-Reflective Coating	\$58–\$69 co-pay every other calendar year	\$25 co-pay every calendar year					
Custom Anti-Reflective Coating	\$85 co-pay every other calendar year	\$25 co-pay every calendar year					
Scratch-Resistant Coating	Fully covered every other calendar year	Fully Covered every calendar year					
Frames	\$150 allowance for a wide selection of frames \$170 allowance for featured frames \$80 allowance use at Costco and Walmart/Sam's Club \$25 co-pay applies; 20% savings on amount over the allowance; every other calendar year	\$300 allowance for a wide selection of frames \$320 allowance for featured frames \$165 allowance use at Costco and Walmart/Sam's Club No additional co-pay; 20% savings on the amount over your allowance every calendar year					
Contacts (<i>instead of glasses</i>)	\$150 allowance every other calendar year ²	\$250 allowance every calendar year					
Contacts Lens Exam	Up to \$60 co-pay every other calendar year ²	Up to \$60 co-pay every calendar year					
Essential Medical Eye Care (<i>for the treatment of urgent or acute ocular conditions</i>)	\$5 co-pay	\$5 co-pay					
Lightcare	\$150 allowance for ready-made non-prescription sunglasses, or ready-made non-prescription blue light filtering glasses, instead of prescription glasses or contacts, every other calendar year. Anti-reflective and UV coatings fully covered.	\$250 allowance for ready-made non-prescription sunglasses, or ready-made non-prescription blue light filtering glasses, instead of prescription glasses or contacts, every calendar year. Anti-reflective and UV coatings fully covered.					
Vision Care Premium Rates	VSP Basic Plan	VSP Premier Contribution (Biweekly)					
	Included with your medical premium.	Employee Only \$5.34 Employee + 1 Dependent \$8.12 Employee + Family \$16.64					
Your Coverage with Out-of-Network Providers							
Visit vsp.com if you plan to see a provider other than a VSP network provider.							
Exam	Up to \$50	Single Vision Lenses	Up to \$45	Lined Trifocal Lenses	Up to \$85	Contacts	Up to \$105
Frame	Up to \$70	Lined Bifocal Lenses	Up to \$65	Progressive Lenses	Up to \$85		

¹VSP Basic Plan coverage is included with your medical premium.

²Under the VSP Basic plan, new lenses may be covered the next year if Rx change is more than .50 diopters.

IFPTE Local 21, SEIU 1021 and miscellaneous unrepresented employees are also eligible for VDT Computer VisionCare benefits. In any instance where information in this chart conflicts with the plan's Evidence of Coverage (EOC), the plan's EOC shall prevail.



Dental Plans

Dental benefits are a valuable part of your healthcare coverage and fundamental to your overall good health.

To enroll in **DeltaCare USA DHMO** or **UnitedHealthcare Dental DHMO**, you must reside in a California zip code serviced by the plan. Contact the dental plan to confirm covered service areas. **Delta Dental PPO** does not have service area requirements. Eligible members may enroll in dental coverage only, without enrolling in medical coverage. In the instance where information in this Chart conflicts with the plan's Evidence of Coverage (EOC), the plan's EOC shall prevail. For detailed description of benefits and exclusions for these plans, please review each plan's EOC, available for download at sfhss.org/oe2023.

	Delta Dental PPO			DeltaCare USA DHMO	UnitedHealthcare Dental DHMO
Choice of Dentist	You may choose any licensed dentist. You will receive a higher level of benefit and lower out-of-pocket costs with Delta Dental PPO or Premier network dentists.			DeltaCare USA network only	UHC Dental network only
Deductible	None			None	None
Plan Year Maximum	\$2,500 per person Per calendar year, excluding orthodontia benefits, diagnostic and preventive services (i.e. cleanings, exams and/or x-rays).			None	None
Covered Services	PPO Dentists	Premier Dentists	Out-of-Network	In-Network Only	In-Network Only
Cleanings¹ and Exams	100% covered annual - 2x/yr.; pregnancy - 3x/yr.	100% covered annual - 2x/yr.; pregnancy - 3x/yr.	80% covered annual - 2x/yr.; pregnancy - 3x/yr.	100% covered 1 every 6 months	100% covered 1 every 6 months
X-rays	100% covered full mouth 1x/5 years; bitewing 2x/year to age 18; 1x/year over age 18	100% covered full mouth 1x/5 years; bitewing 2x/year to age 18; 1x/year over age 18	80% covered full mouth 1x/5 years; bitewing 2x/year to age 18; 1x/year over age 18	100% covered some limitations apply	100% covered
Extractions	90% covered	80% covered	60% covered	100% covered	100% covered
Fillings	90% covered	80% covered	60% covered	100% covered limitations apply to resin materials	100% covered limitations apply
Crowns	90% covered	80% covered	50% covered	100% covered limitations apply to resin materials	100% covered limitations apply
Dentures, Pontics, and Bridges	50% covered	50% covered	50% covered	100% covered full and partial dentures 1x/5yrs.; fixed bridgework, limitations apply	100% covered full and partial dentures 1x/5yrs.; fixed bridgework, limitations apply
Endodontic/ Root Canals	90% covered	80% covered	60% covered	100% covered excluding the final restoration	100% covered
Oral Surgery	90% covered	80% covered	60% covered	100% covered authorization required	100% covered
Implants	50% covered	50% covered	50% covered	Not covered	Covered Refer to co-pay schedule
Orthodontia	50% covered child \$2,500 lifetime max; adult \$2,500 lifetime max.	50% covered child \$2,000 lifetime max; adult \$2,000 lifetime max.	50% covered child \$1,500 lifetime max; adult \$1,500 lifetime max.	Employee pays: \$1,600/child \$1,800/adult \$350 startup fee; limitations apply	Employee pays: \$1,250/child \$1,250/adult \$350 startup fee; limitations apply
Night Guards	80% covered (1x3yr.)	80% covered (1x3yr.)	80% covered (1x3yr.)	\$100 co-pay	100% covered

¹ Members with chronic conditions (diabetes, heart disease, HIV/AIDS, rheumatoid arthritis and stroke) may receive up to 4 cleanings per year, through the **SmileWay** program (Calendar Year Benefit Maximum does not apply). In any instance where information in this chart conflicts with a plan's Evidence of Coverage (EOC), the plan's EOC shall prevail.



Flexible Spending Accounts (FSAs)

IRS rules require annual enrollment in Flexible Spending Account(s) during Open Enrollment if you want to continue this benefit for the next plan year. If you do not re-enroll, your FSA will terminate at the end of the current plan year.

An FSA account allows you to set aside pre-tax dollars for qualified expenses incurred by you, your legal spouse, or a dependent or relative (as defined in Internal Revenue Code Section 125, which excludes certified domestic partners) with *pre-tax* dollars. FSAs are administered by the P&A Group.

If you are enrolled in an FSA and go on a leave of absence, you must contact SFHSS to arrange for contributions to be made directly to SFHSS in order to access your FSA funds during your leave of absence.

Healthcare FSAs help pay for eligible healthcare expenses. This includes medical, pharmacy, dental and vision co-pays, acupuncture and chiropractic care, and more.

For a complete list of eligible healthcare expenses, visit padmin.com/participants/reimbursement-accounts/health-fsa.

- Start by designating between \$250 and \$2,850 pre-tax dollars for the plan year. Deductions between \$10 and \$110 and will be taken biweekly from your paycheck.
- P&A will issue a debit card for you to use to make spending your FSA easier or you can submit a claim. Reimbursement claims can be submitted via smartphone app, online, fax, or mail.
- SFHSS administers a **carryover minimum** of \$10 and maximum of \$570. At the end of the plan year claim filing period, unreimbursed Healthcare FSA funds below \$10 and over \$570 will be forfeited.
- **Carryover fund** amounts between \$10 and \$570 are determined after the end of the claim filing period. **Carryover funds** can only be accessed for one plan year and any remaining **carryover funds** will be forfeited. **There are no exceptions.**¹

Dependent Care Assistance FSAs help pay for qualifying child care and dependent care expenses with pre-tax dollars, which can reduce your overall taxable income. They are "pay as you go" accounts, which means reimbursement for a dependent care expense can be submitted once the account has accumulated enough funds to cover the expense. Expenses include certified nursery schools, after school programs, children's day care, day camps, caregiver for a disabled spouse or elderly dependent or eldercare (disabled spouse/elder must be a dependent on your tax return). You can only change your election if you have a change in status or a change in dependent care expenses. Dependent Care expenses must be incurred to enable you (and, if married, your spouse) to work. Children must be under the age of 13.

For a complete list of eligible dependent care expenses, visit padmin.com/participants/reimbursement-accounts/dependent-care-assistance-account/.

- Set aside between \$250 and \$5,000 pre-tax per household for the plan year (\$2,500 each if you are married filing separate federal tax returns). Deductions between \$10 and \$200 will be taken biweekly from your paycheck.
- **Funds cannot be used for dependent medical, dental, or vision expenses.** A birth or adoption is a qualifying event and allows you to enroll in a Dependent Care Assistance FSA midyear.
- You can submit reimbursement claims to P&A Group by mail, online, or smartphone app.
- Funds are available after being deducted from your paycheck and received by P&A Group. The entire annual amount is not available on January 1, 2023.
- If you or your spouse were providing care and then return to work, you may enroll or increase your Dependent Care Assistance FSA election. If you were previously using dependent care elections and you or your spouse now work from home, you may decrease your election or cancel future paycheck deductions. **There are no refunds for canceling or reducing elections.**
- **Unlike a Healthcare FSA, there is no Carryover option with Dependent Care Assistance FSAs.** Expenses and services need to be incurred in the same plan year or be forfeited. **There are no exceptions.**¹

¹Per IRS rules, you forfeit all funds remaining in an FSA by the end of the claim filing period unless covered by the Healthcare FSA Carryover provision.

2023 FSA expense reimbursement claims must be submitted to P&A by March 31, 2024, 11:59pm PST.

Contact **P&A Group** at **(800) 688-2611**, M–F, 5:30am to 7pm PST or visit padmin.com.



Voluntary Benefits

Voluntary benefits provide optional insurance plans offering financial protection for you and your family. To schedule a personalized Voluntary Benefits Open Enrollment session, log into workterraoevb.com or call (866) 528-5360.

- Plans are reviewed and approved by SFHSS
- In most cases, policies are guaranteed issue so no medical history or exam required

Chubb Lifetime Benefit Term Insurance with Accelerated Death Benefit for Long-Term Care.

This individually owned life insurance is available to employees on a guarantee issue basis—no medical qualifications. Death benefits and premiums at time of issue are guaranteed for life. When employees need long-term care, death benefits can be paid early for home health care, assisted living, adult day care and nursing home care. The benefit is equal to the greater of 4% of your death benefit per month or \$50 per day while you are living, for up to 25 months. Premiums are waived while this benefit is being paid. *Employees and eligible dependents may enroll in this plan.*

Auto and Home Insurance from top companies.

WORKTERRA has contracted with BenefitHub to provide many of the top-rated auto and home insurance companies for you to shop for discounted rates. To access BenefitHub please visit workterravoluntarybenefits.benefitHub.com
Please use Employee Referral Code: AU2HGZ.

Manhattan Life Supplemental Short-Term Disability Insurance

replaces part of your income if you can't work due to a covered illness or injury, for non-occupational disabilities. It provides income in addition to California State Disability payments and can help you and your family meet financial obligations until you get back to work. *Available to employees only.*

MetLife Accident Insurance covers a wide variety of non-occupational accidental injuries, including broken bones, dislocations, second/third degree burns and medical services and treatments related to accidental injuries. *Employees and eligible dependents may enroll in this plan.*

MetLife Critical Illness Insurance will pay you a lump sum benefit up to \$50,000 if you are diagnosed with a covered disease or condition, including cancer, heart attack, stroke, kidney failure, Alzheimer's, and more than 30 more illnesses—including benefits for COVID-19. Critical Illness Insurance can ease the financial stress of facing a life-threatening illness. This benefit can help pay for out-of-pocket medical costs, assist with living expenses, or anything else you choose. A \$100 annual Health Screening Benefit is also available for each participant. *Employees and eligible dependents may enroll in this plan.*

- Discounted group premium rates
- Enrollment is optional - if you enroll, premiums are paid by *post-tax* payroll deductions

Allstate Identity Protection will replace LifeLock Identity Theft Protection to deliver a powerful new approach to online privacy with unique tools and proactive monitoring that help you see your personal data, manage it with real time alerts, and protect your identity. A \$1 million insurance policy covers any of your associated out-of-pocket costs and losses. *Available to employees and eligible dependents.*

LegalShield Legal Plan allows you to speak with a lawyer on any personal legal matter without high hourly costs. Includes letters or calls made on your behalf, review of small contracts and documents, IRS audit support, assistance with preparing wills, living wills, and healthcare power of attorney. 24/7 emergency access is available for covered situations. Optional identity theft plan. *Available to employees and eligible dependents.*

The Hartford Group Term Life Insurance provides a lump sum benefit to your designated beneficiary upon death of insured. The insurance payout can be used for anything—from funeral expenses to mortgage payments or college tuition—to help your loved ones move forward and shield them from the loss of your income. Completion of an application during Open Enrollment with evidence of insurability (i.e. medical history questions) may be required for coverage. Higher policy amounts are available and require additional medical certification. *Available to employees and eligible dependents.*

Pets Best Pet Insurance can reimburse you for vet bills when your cat or dog is sick or injured with a covered condition. Use any licensed veterinarian, pay your bill, then submit a claim for reimbursement. Choose coverage tiers from 70% to 90% with deductibles from \$50 to \$1,000. *Available to employees only.*

New Hire Consultations with **WORKTERRA** can be made by logging into ccsfvb.com or calling (866) 528-5360.



Mental Health and Substance Abuse Benefits

Employee Assistance Program (EAP) – Available 24/7. We're Here *For You*

SFHSS EAP Counselors are available M-F, 8am-5pm for confidential counseling and consultation, assessment and referral. If you think you need help, call **(628) 652-4600**. Visit us at sfhss.org/eap.

Individual Services	Organizational Services
<ul style="list-style-type: none"> Short Term solution focused counseling for individuals and couples Assessments and referrals Consultations and coaching Mental health benefit advocacy 	<ul style="list-style-type: none"> Management Consultation and Coaching Workforce Mediation Resolution Critical Incident Response Non-Violent Crisis Intervention Training Workshops and Training

Health Plans: Mental Health, Well-Being, and Substance Abuse Benefits¹

Please contact an SFHSS EAP counselor if you are having difficulty accessing mental health or substance abuse services through your health plan.

Health Net CanopyCare HMO	Blue Shield of California HMO and PPO	Kaiser Permanente HMO
Mental Health and Substance Abuse		
<p>Call Health Net's behavioral health administrator, MHN, at (833) 996-2567 to obtain referrals for mental health and substance use disorder treatment services. You can also access outpatient providers through the MHN website at www.mhn.com/members. No authorization is required for psychotherapy or medication support services.</p>	<p>Trio HMO and Access+ HMO: Call (877) 263-9952 to find a provider and schedule an appointment with <i>Blue Shield's Mental Health Service Administrator</i>.</p> <p>PPO: Call (866) 336-0711 to access mental health services.</p> <p>Ginger offers on-demand, confidential mental healthcare through coaching and self-guided activities. Video therapy & psychiatry sessions available for a co-pay.</p> <p>Headspace is a meditation app that helps reduce stress, increase resilience, and improve sleep.</p> <p>Find clinically-proven program, tools and apps at wellvolution.com.</p>	<p>Call (800) 464-4000 to make an appointment. You don't need a referral from your Primary Care Physician (PCP) to see a therapist.</p>
Mental Well-Being Services		
<p>If you have questions about additional wellness resources call MHN at (833) 996-2567 to learn more.</p>	<p>Counseling and Consultation: <i>LifeReferrals</i> is available with no co-pay for up to three sessions. Topics include relationship problems, stress, grief, legal or financial issues, and community referrals.</p>	<p>Classes and Support Groups: Contact your local Kaiser Permanente facility for a calendar or visit kp.org/mentalhealth.</p> <p>Health/Wellness Coaching: Call (866) 862-4295 to make an appointment with a Wellness Coach.</p> <p>Apps: Members can access self-care apps, <i>Calm</i> and <i>myStrength</i>, through kp.org/selfcareapps.</p>

¹As a result of mental health parity law, there is no yearly, or lifetime dollar amounts for mental health benefits.



Well-Being Programs

Take Advantage of FREE and Low-Cost Programs to Help You Flourish.

SFHSS Resources and Programs are FREE for all City of San Francisco, Unified School District, City College and Superior Court of San Francisco active employees and their family members. For the full list of events and offerings visit sfhss.org/events.

Programs	
Group Exercise	Move more and feel better - Find a group exercise class that interests you.
Health Education Workshop and Seminars	Receive tips and tools while you dive into topics such as healthy sleep, resiliency, mindfulness, goal setting and more.
Healthy Habits Program	Are you having difficulties managing your weight? Engage in a 10-week program that offers real-world strategies and solutions to help you maintain a healthy weight.
Diabetes Prevention Program	More than 1 in 3 American adults have prediabetes. If you are at risk, take action to improve your health and reduce your risk of Type 2 diabetes. Check out the sfhss.org/dpp for details on offerings.

Gym Discounts* may be available, visit sfhss.org/UsingYourBenefits/Employees/FitnessResources/Discounts for details.

Your Health Plan also offers a variety of classes, tools and discounts to support your well-being.* For more information visit sfhss.org/Using-Your-Benefits/using-your-benefits-employees.

Offering	Health Net CanopyCareHMO	Blue Shield of California HMOs and PPO	Kaiser Permanente HMO
Weight Management, Healthy Eating and Nutrition Services	Online and Health Coaching Programs: <ul style="list-style-type: none"> ■ Nutrition ■ Exercise RealAge Programs: <ul style="list-style-type: none"> ■ Boost Your Diet ■ Move More 	<ul style="list-style-type: none"> ■ Wellvolution.com offers digital and in-person programs for weight loss, preventing/treating diabetes, quitting smoking, lowering stress, and more. 	<ul style="list-style-type: none"> ■ Healthy Weight Program ■ Nutrition Consultations ■ Wellness Coaching ■ Total Health Assessment
Tobacco Cessation	<ul style="list-style-type: none"> ■ Tobacco Cessation Coaching Program ■ Craving to Quit 	<ul style="list-style-type: none"> ■ Wellvolution.com 	<ul style="list-style-type: none"> ■ Coaching ■ Total Health Assessment
Diabetes Prevention	<ul style="list-style-type: none"> ■ Omada Prevention 	<ul style="list-style-type: none"> ■ Wellvolution.com 	<ul style="list-style-type: none"> ■ Wellness Coaching ■ Healthy Weight Program
Pregnancy and Lactation	<ul style="list-style-type: none"> ■ Educational resources, classes & support groups ■ Free Pump and Lactation Support 	<ul style="list-style-type: none"> ■ Prenatal Program – educational resources 	<ul style="list-style-type: none"> ■ Classes and Support Groups
Acupuncture and Chiropractic	<ul style="list-style-type: none"> ■ 30 visits max for Acupuncture and Chiropractic each per plan year ■ Choose Healthy Discount Program for discounts on additional visits after initial 30 visits 	<ul style="list-style-type: none"> ■ Acupuncture up to 30 visit/year ■ Choose Healthy Discount Program for Chiropractic and for additional acupuncture visits after initial 30 	<ul style="list-style-type: none"> ■ 30 visits/year combined for Acupuncture and Chiropractic ■ Choose Healthy Discount Program for additional visits after initial 30
Discounts	Hearing screenings, hearing aids, weight loss programs, Active&Fit Direct	Gym Discounts**: \$25/month and low one-time fee of \$25. <i>Fitness Your Way by Tivity</i> offers monthly membership from \$10 up to \$99/mo. fitnessyourway.tivityhealth.com/bsc	Active&Fitness Direct

*Some fees may apply. **For members age 18 and over.



Additional Benefits and Important Notices

Surrogacy and Adoption Reimbursement

Effective January 1, 2017, employees eligible for SFHSS benefits can apply for a one-time reimbursement of up to \$15,000 for qualified expenses resulting from adoption or surrogacy. For information about how to apply for surrogacy or adoption reimbursement, contact SFHSS at **(628) 652-4700** or go to sfhss.org.

Fertility and Infertility Services

Whether you're starting a family now or in the future, SFHSS has fertility treatment coverage available to all members regardless of age, race, relationship status or sexual orientation on all medical plans. Members must first consult their obstetrician or gynecologist to develop a plan to move forward with obtaining these benefits.

Employer-Paid Long-Term Disability Insurance

Some union contracts provide for Long-Term Disability Insurance (LTD). A long-term disability is an illness or injury that prevents you from working for an extended period of time.

If you submit a long-term disability claim and it is approved, the LTD plan may replace part of your lost income by paying you directly on a monthly basis.

LTD payments will be reduced if you qualify for other sources of income or disability earnings, such as workers' compensation or state disability benefits.

Benefit levels listed below depend on your bargaining unit:

- 60% or 66.6667% of monthly base earnings (as defined by The Hartford)
- \$5,000 or \$7,500 monthly maximum
- 90-180 day elimination period
- There may be a waiting period based on start work date

If you become disabled, notify The Hartford of your disability as soon as possible by calling **(888) 301-5615**. **Within 30 days** after the date of your disability, you should begin filing a long-term disability insurance claim with The Hartford. The Hartford will work with your doctor to certify that your illness or injury will keep you away from your job. For more information about Long-Term Disability Insurance, visit sfhss.org/long-term-disability-insurance.

If you are not actively at work due to illness or injury, LTD coverage will continue for 12 months from the start of your approved medical leave. If your coverage terminates during a period of disability, which began while you had coverage, benefits will be available as long as your period of disability continues. **Make sure your portion of benefit premiums are paid.**

Patient Protection Provider Choice Notice

Participating SFHSS HMO plans require the designation of a primary care provider (PCP). You have the right to designate any primary care provider who participates in the health plan's network and who is available to accept you or your family members.

Until you make a PCP designation, the HMO insurance provider you elect may designate one for you. For information on how to select a primary care provider, and for a list of the participating primary care providers, contact your health plan or visit their website.

For children, you may designate a pediatrician as the primary care provider.

You do not need prior authorization from your health plan or from any other person (including your primary care provider) in order to obtain access to obstetrical or gynecological care from a health care professional within your PCP's medical group who specializes in obstetrics or gynecology.

The health care professional, however, may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals.

For a list of participating health care professionals who specialize in obstetrics or gynecology, visit my.kp.org/ccsf, blueshieldca.com/sfhss, healthnet.com/sfhss, or contact the number on the back of your insurance card.





Important Notices

Health Benefits Eligibility

The following are eligible to enroll as members in health plans offered by the San Francisco Health Service System:

- All permanent employees and regularly scheduled provisional or temporary exempt employees of the City and County of San Francisco whose normal work week is not less than 20 hours.
- Other employees of the City and County of San Francisco, including temporary exempt or “as needed,” who have worked more than 1,040 hours in any consecutive 12-month period and whose normal work week is not less than 20 hours.
- All other employees who are deemed “full-time employees” under the shared responsibility provision of the federal Patient Protection and Affordability Care Act (Section 4980H).
- Elected Officials of the City and County of San Francisco.
- All members of designated boards and commissions during their time in service to the City and County of San Francisco as defined in San Francisco Administrative Code Section 16.700(c).
- All officers and employees as determined eligible by the governing bodies of the San Francisco Transportation Authority, San Francisco Parking Authority, Treasure Island Development Authority, San Francisco Superior Court and any other employees as determined eligible by ordinance.
- Temporary exempt employees of the Superior Court appointed for a specified duration of greater than six months with a normal work week of not less than 20 hours become eligible on their start date.

Outside of Open Enrollment, members may enroll eligible dependents listed below or make election changes with a Qualified Life Event online using **eBenefits** (sfhss.org/how-to-enroll) or by completing and submitting an Enrollment Application and required documentation via fax or mail by the required deadlines:

- Spouse or registered domestic partner
- Natural child, stepchild, adopted child until the child’s 26th birthday
- Child under legal guardianship or court order until the child’s 19th birthday
- Adult disabled children who meet all SFHSS requirements

For more information about eligibility, visit sfhss.org.

Summary of Benefits and Coverage (SBCs)

The Affordable Care Act requires each insurer provide a standardized summary of benefits and coverage to assist people in comparing medical plans. Federally mandated SBCs are available online at sfhss.org.

Use and Disclosure of Your Personal Health Information

The San Francisco Health Service System maintains policies to protect your personal health information, in accordance with HIPAA, the federal Health Insurance Portability and Accountability Act. These policies restrict disclosure of your health information, except to:

- Make or obtain payments from contracted plan vendors
- Facilitate administration of health insurance coverage and services for SFHSS members
- Assist actuaries in negotiating health plan premiums
- Provide you with information about health benefits
- Disclose legally required information per federal, state or local law (incl. Workers’ Compensation regulations), crime investigation and court order or subpoena
- Prevent a serious or imminent threat to individual or public health and safety

Other than the uses listed above, the SFHSS will not disclose your health information without your written authorization. For more information, visit sfhss.org/sfhss-privacy-policy-and-forms.

Health Service Board

Per the San Francisco City Charter, the Health Service Board conducts an annual review of health benefit costs, ensures benefits are applied without favor or privilege and administers the business of SFHSS. Board meetings are held the second Thursday of the month, at 1pm. For more information, visit sfhss.org/health-service-board.

Women’s Health and Cancer Rights Notice

The Women’s Health and Cancer Rights Act of 1998 requires that your medical plan provide benefits for mastectomy-related services including all stages of reconstruction and surgery to achieve symmetry between breasts, prostheses and complications resulting from a mastectomy, including lymphedema. Contact your medical plan for details.

Covered California

Individuals who are not eligible for SFHSS coverage may obtain health insurance through the state insurance exchange, Covered California. In some cases, tax credits and other assistance may be available to make health insurance more affordable. For more details, call **(888) 975-1142** or visit coveredca.com. For information about exchanges in other states, visit healthcare.gov.



Children's Health Insurance Program (CHIP), Premium Assistance Under Medicaid Notice, and HIPAA Special Enrollment Notice

Medicaid or Children's Health Insurance Program (CHIP)

If you or your children are eligible for **Medicaid** or **CHIP** benefits and you're eligible for health coverage from your employer, your state may have a premium assistance program that can help pay for coverage, using funds from their **Medicaid** or **CHIP** programs. If you or your children aren't eligible for **Medicaid** or **CHIP**, you won't be eligible for these premium assistance programs but you may be able to buy individual insurance coverage through the Health Insurance Marketplace. For more information, visit www.healthcare.gov.

If you or your dependents are already enrolled in **Medicaid** or **CHIP**, contact your State **Medicaid** or **CHIP** office to find out if premium assistance is available.

For a complete list and contact information of states participating in the **CHIP** and **Medicaid Assistance** program, visit sfhss.org/CHIP.

If you or your dependents are NOT currently enrolled in **Medicaid** or **CHIP**, and you think you or any of your dependents might be eligible for either of these programs, contact your State **Medicaid** or **CHIP** office or dial **(877) 543-7669** or www.insurekidsnow.gov to find out how to apply. If you qualify, ask your state if it has a program that might help you pay the premiums for an employer-sponsored plan.

If you or your dependents are eligible for premium assistance under **Medicaid** or **CHIP**, as well as eligible under your employer plan, your employer must allow you to enroll in your employer plan if you aren't already enrolled. This is called a *special enrollment opportunity*, and **you must request coverage within 60 days of being determined eligible for premium assistance.**

If you have questions about enrolling in your employer plan, contact the Department of Labor at www.askebsa.dol.gov or call **(866) 444-3272**.

To see if any other states have added a premium assistance program or for more information on special enrollment rights, contact either:

U.S. Department of Labor

Employee Benefits Security Administration
www.dol.gov/agencies/ebsa
(866) 444-EBSA (3272)

U.S. Department of Health and Human Services

Centers for Medicare & Medicaid Services
www.cms.hhs.gov
(877) 267-2323, Menu Option 4, Ext. 61565

California Medicaid

Health Insurance Premium Payment (HIPPP) Program
<http://dhcs.ca.gov/hipp> or call **(916) 445-8322**.

Health Insurance Portability and Accountability Act (HIPAA) Special Enrollment Notice

If you are declining enrollment for yourself or your dependents (including your spouse) because of other health insurance or group health plan coverage, you may be able to enroll yourself and your dependents in this plan if you or your dependents lose eligibility for that other coverage (or if the employer stops contributing toward your or your dependents' other coverage).

However, you must request enrollment **within 30 days** after you or your dependents' other coverage ends (or after the employer stops contributing toward the other coverage). In addition, if you have a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may be able to enroll yourself and your dependents.

However, you must request enrollment **within 30 days** after the marriage, birth, adoption, or placement for adoption. To request special enrollment or obtain more information, contact SFHSS at **(628) 652-4700**.

! Medicare Creditable Coverage

Medicare Part D Prescription Drug Notice

Please read this notice carefully and keep it where you can find it. This notice has information about your current prescription drug coverage with San Francisco Health Service System (SFHSS) and about your options under Medicare's prescription drug coverage.

This information can help you decide whether or not you want to join a Medicare drug plan. If you are considering joining, you should compare your current coverage, including which drugs are covered at what cost, with the coverage and costs of the plans offering Medicare prescription drug coverage in your area. Information about where you can get help to make decisions about your prescription drug coverage is at the end of this notice.

There are two important things you need to know about your current coverage and Medicare's prescription drug coverage:

1. Medicare prescription drug coverage became available in 2006 to everyone with Medicare. You can get this coverage if you join a Medicare Prescription Drug Plan or join a Medicare Advantage Plan (like an HMO or PPO) that offers prescription drug coverage. All Medicare drug plans provide at least a standard level of coverage set by Medicare. Some plans may also offer more coverage for a higher monthly premium.
2. SFHSS has determined that the prescription drug coverage offered by the health plan is, on average for all plan participants, expected to pay out as much as standard Medicare prescription drug coverage pays and is considered Creditable Coverage. Because your existing coverage is Creditable Coverage, you can keep this coverage and not pay a higher premium (a penalty) if you later decide to join a Medicare drug plan.

When Can You Join A Medicare Drug Plan?

You can join a Medicare drug plan when you first become eligible for Medicare and each year from October 15th through December 7th. However, if you lose creditable prescription drug coverage, through no fault of your own, you will be eligible for a two (2) month Special Enrollment Period (SEP) to join a Medicare Drug Plan.

What Happens To Your Current Coverage If You Decide To Join A Medicare Drug Plan?

If you do decide to join a Medicare drug plan, your SFHSS coverage will be affected. Benefits will not be coordinated with a Medicare Part D plan. If you do decide to join a Medicare drug plan and drop your SFHSS prescription drug coverage, be aware that you may not be able to get this coverage back (does not apply to active employees or dependents).

When Will You Pay A Higher Premium (Penalty) To Join A Medicare Drug Plan?

You should also know that if you drop or lose your coverage with SFHSS and don't join a Medicare drug plan within 63 continuous days after your current coverage ends, you may pay a higher premium (a penalty) to join a Medicare drug plan later.

If you go 63 continuous days or longer without prescription drug coverage that's at least as good as Medicare's prescription drug coverage, your monthly premium may go up by at least 1% of the base beneficiary premium per month for every month that you did not have that coverage. For example, if you go nineteen months without coverage, your premium may consistently be at least 19% higher than the base beneficiary premium.

You may have to pay this higher premium (a penalty) as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the following Open Enrollment period in October to join.

For More Information About This Notice Or Your Current Prescription Drug Coverage

Contact SFHSS at **(628) 652-4700** for further information.

NOTE: You'll get this notice each year. You will also get it before the next period you can join a Medicare drug plan, or if this coverage through SFHSS changes. You also may request a copy at any time.

For More Information About Your Options Under Medicare Prescription Drug Coverage

More detailed information about Medicare plans that offer prescription drug coverage is in the "Medicare & You" handbook. If Medicare-eligible, you'll get a copy of the handbook in the mail every year from Medicare. You may also be contacted directly by Medicare drug plans.

For more information about Medicare prescription drug coverage, visit [medicare.gov](https://www.medicare.gov) or call your **State Health Insurance Assistance Program** (see the inside back cover of your copy of the "Medicare & You" handbook for their telephone number) for personalized help. They can be reached at **(800) MEDICARE (800-633-4227)**. TTY users should call **(877) 486-2048**.

If you have limited income and resources, extra help paying for Medicare prescription drug coverage is available. For information, visit Social Security at [ssa.gov](https://www.ssa.gov) or call **(800) 772-1213. (TTY: 1 (800) 325-0778)**.

Remember: Keep this Creditable Coverage notice. If you decide to join one of the Medicare drug plans, you may be required to provide a copy of this notice when you join to show whether or not you have maintained creditable coverage and whether or not you are required to pay a higher premium (a penalty). Visit [sfhss.org/creditable-coverage](https://www.sfhss.org/creditable-coverage) for more details.



Key Contacts

SFHSS

1145 Market Street, 3rd Floor
San Francisco, CA 94103

Tel: (628) 652-4700

Toll Free: (800) 541-2266

Fax: (628) 652-4701

sfhss.org

Telephone hours: Monday, Tuesday, Wednesday, and Friday from 9am-12pm and 1pm to 5pm and Thursday from 10am to 12pm and 1pm to 5pm.

Online Consultations

For change in family status, new hires, or retiree consultations, visit sfhss.org/contact-us

Well-Being

Catherine Dodd Wellness Center
1145 Market Street, 1st Floor
San Francisco, CA 94103

Tel: (628) 652-4650

Fax: (628) 652-4601

wellbeing@sfgov.org

sfhss.org/well-being

Employee Assistance Program

1145 Market Street, 1st Floor
San Francisco, CA 94103

Tel: (628) 652-4600 - 24/7

Fax: (628) 652-4601

eap@sfgov.org

sfhss.org/eap

Health Service Board

Attn. Board Secretary

1145 Market Street, 3rd Floor
San Francisco, CA 94103

Tel: (628) 652-4646

Fax: (628) 652-4702

health.service.board@sfgov.org

sfhss.org/health-service-board

CCSF PAYMENT PORTAL

To make health premium payments online, visit the **City and County of San Francisco Payment Portal:** sfhss.org/how-make-payment

MEDICAL PLANS

Health Net CanopyCare HMO
(833) 448-2042

healthnet.com/sfhss

Group G0727A

Blue Shield of California Trio HMO

(855) 747-5800

blueshieldca.com/sites/imce/trio.sp

Group W0051448

Blue Shield of California Access+ HMO

(855) 256-9404

blueshieldca.com/sfhss

Group W0051448

Kaiser Permanente HMO
(800) 464-4000

my.kp.org/ccsf

Group 888 (North CA)

Group 231003 (South CA)

Blue Shield of California PPO

(866) 336-0711

member.accolade.com

Group W0072990

DENTAL & VISION PLANS

Delta Dental PPO
(888) 335-8227

deltadentalins.com/ccsf

Group 09502-00003

DeltaCare USA DHMO
(800) 422-4234

deltadentalins.com/ccsf

Group 71797-00001

UHC Dental DHMO
(800) 999-3367

welcometouhc.com/sfhss

Group 275550

VSP Vision Care
(800) 877-7195

www.vsp.com

Group 12145878

FSA's & COBRA

P&A Group (FSA)
(800) 688-2611

padmin.com

P&A Group (COBRA)
(800) 688-2611

padmin.com

VOLUNTARY BENEFITS

WORKTERRA Enrollment Services
(866) 528-5360

workterra.net

WORKTERRA Customer Service
(888) 327-2720

LTD & GROUP LIFE INS.

The Hartford Long-Term Disability
(888) 301-5615

abilityadvantage.thehartford.com

Group 804927

The Hartford Group Life Insurance
(888) 563-1124 or (888) 755-1503

thehartford.com/employee-benefits/value-added-services

OTHER AGENCIES

Pension Benefits

SFERS

Employees' Retirement System

(415) 487-7000

mysfers.org

CalPERS

(888) 225-7377

calpers.ca.gov

CalSTRS

(800) 228-5453

calstrs.org

PARS

(800) 540-6369

parsinfo.org

Health Insurance Exchange

Covered California

(888) 975-1142

coveredca.com