



Bridges



Did You Know?

Enrollment in San Francisco's public health programs as of May 2009.

122,000 +
Medi-Cal beneficiaries

11,700+
Healthy Families Program subscribers

3,400+
Healthy Kids members

42,000+
Healthy San Francisco participants



Early Reduction in Benefits for Health Coverage Programs

California is struggling to close one of the largest budget deficits ever seen in history. Currently, there are several proposals which could leave many people in California without access to health care. Unfortunately, the current debate, regarding how to close the State's overwhelming deficit has over shadowed a reduction of benefits scheduled to take effect July 1, 2009.

Earlier this year, the legislature passed a budget, which included program cuts to help solve the deficit at the time. Effective July 1, 2009 both Medi-Cal and the Healthy Families Program will reduce certain benefits to its beneficiaries and subscribers. As a result of these changes, Healthy Kids will also modify benefits to its members. These changes will mirror those to the Healthy Families Program.

Medi-Cal Program Benefits Reductions

Effective July 1, 2009, Medi-Cal will cut and no longer pay for certain benefits. These cuts apply only to adults (21 and older), with some exceptions, such as pregnant women and persons at skilled nursing facilities.

Benefits no longer covered:

- Dental services
- Speech therapy services
- Podiatry services
- Audiology services
- Chiropractic services
- Acupuncture services
- Optometric and optician services (ophthalmology will continue to be covered)
- Psychology services (psychiatric services through county mental health programs will continue to be covered)
- Incontinence creams and washes

There is some relief for Medi-Cal beneficiaries enrolled in managed care health plans. Despite these cuts, some health plans, like San Francisco Health Plan, will continue to provide some of these services, such as podiatry, audiology, speech therapy,



optometry services, and incontinence creams. Medi-Cal beneficiaries enrolled in a managed care plan should contact their health plan to ask about their coverage.

As of late June 2009, Medi-Cal was in the process of notifying beneficiaries impacted by these cuts. The letter mailed to beneficiaries can be found at the following link: www.dhcs.ca.gov/services/medi-cal/Pages/Benefits.aspx.

Healthy Families Program & Healthy Kids Benefit Reductions

Effective July 1, 2009, Healthy Families subscribers and Healthy Kids members will have an annual cap of \$1500 for dental services. These programs notified their subscribers and members at least 30 days before July 1, 2009. This will be the first time both programs place a cap on dental services.

Healthy Families subscribers and Healthy Kids members should contact their dental plan if they would like to learn more about the dental cap process to ensure services do not exceed the cap. The service cap is for a benefit year; therefore, services should not exceed \$1500 during a 12 month period from July 1st to June 30th, regardless of when a member enrolled in a program. To learn more about the Healthy Families dental cap visit: www.mrmib.ca.gov.



ENROLLMENT SITE SPOTLIGHT:

North East Medical Services (NEMS)

The North East Medical Services (NEMS) is committed to providing the underserved Asian community with access to quality and affordable health care. NEMS has long been a part of San Francisco's Application Assistor community and also been a consistent contributor to improving enrollment processes for all public health programs. With over 35 years of experience, NEMS is one of the largest health centers serving Asians in the United States.

How long has NEMS been serving the Asian Community?

NEMS has been working with the Asian Community for 40 years. We have always tried to meet the needs of our community, leading us to have three clinics in San Francisco. The main clinic, which is located on 1520 Stockton Street offers comprehensive medical, dental, and vision services. Pharmacy, radiology and laboratory services are also provided at this location. Our satellite clinics offer limited services. They are located in Visitation Valley on 82 Leland Avenue, and in the Sunset District on 2308 Taraval Street.

Do you have Application Assistors at all three sites?

Yes, we have 13 active Application Assistors and 3 soon to be Assistors in training. We've increased the number of our Application Assistors to meet the demand for health care in our community.

You mentioned there is a demand for health care in the Asian community. How is this affecting NEMS?

In the past year NEMS has seen an increase of people seeking our services. In the past 4 months our Application

Assistors have seen an average of 700 new participants a month, needing assistance enrolling in some type of public health program. We also see about 1,200 NEMS members a month, looking to renew their sliding scale memberships.

This increase has led us to bring more providers on board, renovate and even expand our facilities. In November of this year, our Leland clinic will move to a location on San Bruno Avenue, where we will provide more comprehensive services similar to those at our Stockton Clinic. At the beginning of 2010, our Taraval clinic will be moving to a location on Noriega Street, where services may include a small pharmacy.

Can you explain the role of an Application Assistor at NEMS?

Application Assistors actually make up the Member Services Department at NEMS. This means they have to wear many hats. They do marketing, internal and external outreach, resolve grievances, provide customer service, answer general program questions, and are responsible for the call center. Program enrollment is only one of their many roles. Having so many responsibilities means they must always stay current with program updates.

Has the role for Member Services changed with the increase in demand for services by the community?

Yes, more people coming to NEMS seeking health care creates a high pace environment for our Member Services. Nevertheless, they continue providing quality service to everyone who comes through our doors. Our Member Services team does an excellent job at creating a warm, friendly and inviting environment for new and current patients.

How does the Member Services team create this environment?

They do this by keeping up to date with programs and procedures. They need to be informed in order to answer questions. In addition, they use their skills, such as communication, to earn the trust of the people they work with. In doing so, they take the fear out of the process of looking for health coverage. Our Member Services love what they do and are great at it because their desire to give back to their community comes from the heart! The team's genuine passion to help people access health care is one of the many factors behind NEMS success in the Asian community.

Claudia Cristales, a SFHP Community Relations Specialist at SFHP, interviewed Christina Ng at NEMS.

Resources for San Francisco's Homeless Population

According to the San Francisco Homeless Services Coalition, San Francisco has the highest number of homeless people in the United States. At any given time there can be between 7,000 to 15,000 homeless living in the streets of San Francisco. Access to health care is one of the many challenges homeless people face. However, it is not the only difficulty they must overcome. The following are some resources available to San Francisco's homeless population obtained from the San Francisco Homeless Resource web site. Please visit their web site for more information.

General Information

San Francisco Homeless Resource
web site www.sfhomeless.wikia.com

**Homeless Directory-
International Index**
(California – San Francisco)
www.homeless.org.au/directory/

Medical

Tom Waddell Health Center
(415) 355-7400

Glide Memorial Church
www.glide.org
(415) 674-6000

St. Anthony Clinic
www.stanthonysf.org
(415) 241-8320

Central American Resource Center
www.carecensf.org
(415) 642-4400

Shelter

The Ark of Refuge
www.arkofrefuge.org
(415) 861-6130

Brennan House Transitional
www.svdpsf.org
(415) 597-7960

Central City Hospitality House
www.hospitalityhouse.org
(415) 749-2100

Dolores Street Community Services
www.dscs.org
(415) 282-6209

Providence Church Shelter
www.providencefoundationsf.org
(415) 206-0263

Food

City Impact
sf911.com
(415) 292-0312

Donaldina Cameron House
www.cameronhouse.org
(415) 741-0401

Glide Memorial Church
www.glide.org
(415) 674-6000

Martin de Porres House of Hospitality
www.martindeporres.org
(415) 552-0240

Employment

A Miner Miracle
www.aminermiracle.org
(415) 217-7230

Arriba Juntos Center
www.arribajuntos.org
(415) 487-3240

Goodwill- Career Services
www.sfgoodwill.org
(415) 575-2100

**Richmond Area
Multi-Services, INC (Rams)**
www.ramsinc.org
(415) 668-5955

Sources: San Francisco Homeless Services Coalition, <http://sfhsc.org/site/statistics-and-educational-information/>



On June 10th, The Golden Gate to Health Insurance (GGHI) Network hosted its second Stronger Bridges to Health Forum. Presenters, SFHP staff, and everyone who attended made the forum a success! The Forum had health worker representation from a wide range of San Francisco organizations. We had over 100 participants attend, representing 58 local health centers, clinics and community based organizations combined.

Throughout the day, participants attended informative workshops which provided them with tools to bridge individuals and families with the health care they need. The Forum gave participants the opportunity to network, discover community resources, and learn about the state of health care in San Francisco and California. The day ended with participants reflecting on how to use the information provided at the Forum to help the uninsured gain access to health care. For those who attended, thank you for participating in this year's Forum! Event materials can be found online at www.sfhp.org/community/GGHI_Forums.aspx.



201 Third Street, 7th Floor
San Francisco, CA 94103

Events Calendar

Sunday Streets in the Mission

Sunday, July 19, 2009
10:00am – 2:00pm

Garfield Square Park,
(Between 26th & Harrison Street)
San Francisco 94110

From Crisis to Recovery: Resource Fair

Saturday, July 25, 2009
9:00am – 3:00pm

Diane Feinstein Elementary
2550 25th Avenue
San Francisco, 94116

HSF Refresher Training

Tuesday, August 18, 2009
1:30pm – 4:00pm

Carr Auditorium
1001 Potrero Avenue
San Francisco, 94110

OR

Wednesday, August 19, 2009
1:30pm – 4:00pm

Carr Auditorium
1001 Potrero Avenue
San Francisco, 94110

To register please contact:

Jose Aguilera at
(415) 615-4403 or
jaguilera@sfhp.org

United in Health Resource Fair

Saturday, August 22, 2009
10:00am – 2:00pm

Ella Hill Hutch Community Center
1050 McAllister Street
San Francisco, 94115

Autumn Moon Festival Street Fair

Saturday, September 19, 2009
Sunday, September 20, 2009
Time TBD

667 Grant Ave
San Francisco, CA 94108-2401

August GGHl Luncheon

Friday, August 28, 2009
11:45am – 1:30pm

San Francisco Health Plan
201 Third Street, 7th Floor
San Francisco 94103

Please RSVP to

Claudia Cristales at
(415) 615-4493 or
ccristales@sfhp.org



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Kaiser Permanente Joins *Healthy San Francisco's* Medical Provider Network

Mayor Gavin Newsom
announced in early June that
Kaiser Permanente will join
***Healthy San Francisco* as a medical**
home on July 1, 2009.

As a provider in the *Healthy San Francisco* network, Kaiser Permanente will provide primary, emergency, specialty, diagnostic, pharmacy and inpatient services to first time participants of the *Healthy San Francisco* Program. Kaiser Permanente is California's largest health-care provider. Having them be a part of the *Healthy San Francisco* provider network is a milestone. Not only does it increase the access to health care for SF residents, it strengthens the City's goal to provide health care to all San Franciscans.

New persons to *the program* interested in choosing San Francisco Kaiser Permanente as their *Healthy San Francisco* medical home, should contact **(415) 615-4588** to schedule an appointment. To learn more, visit:
www.healthysanfrancisco.org.

