

# Golden Gate to Health Insurance Network

## Healthy San Francisco Update

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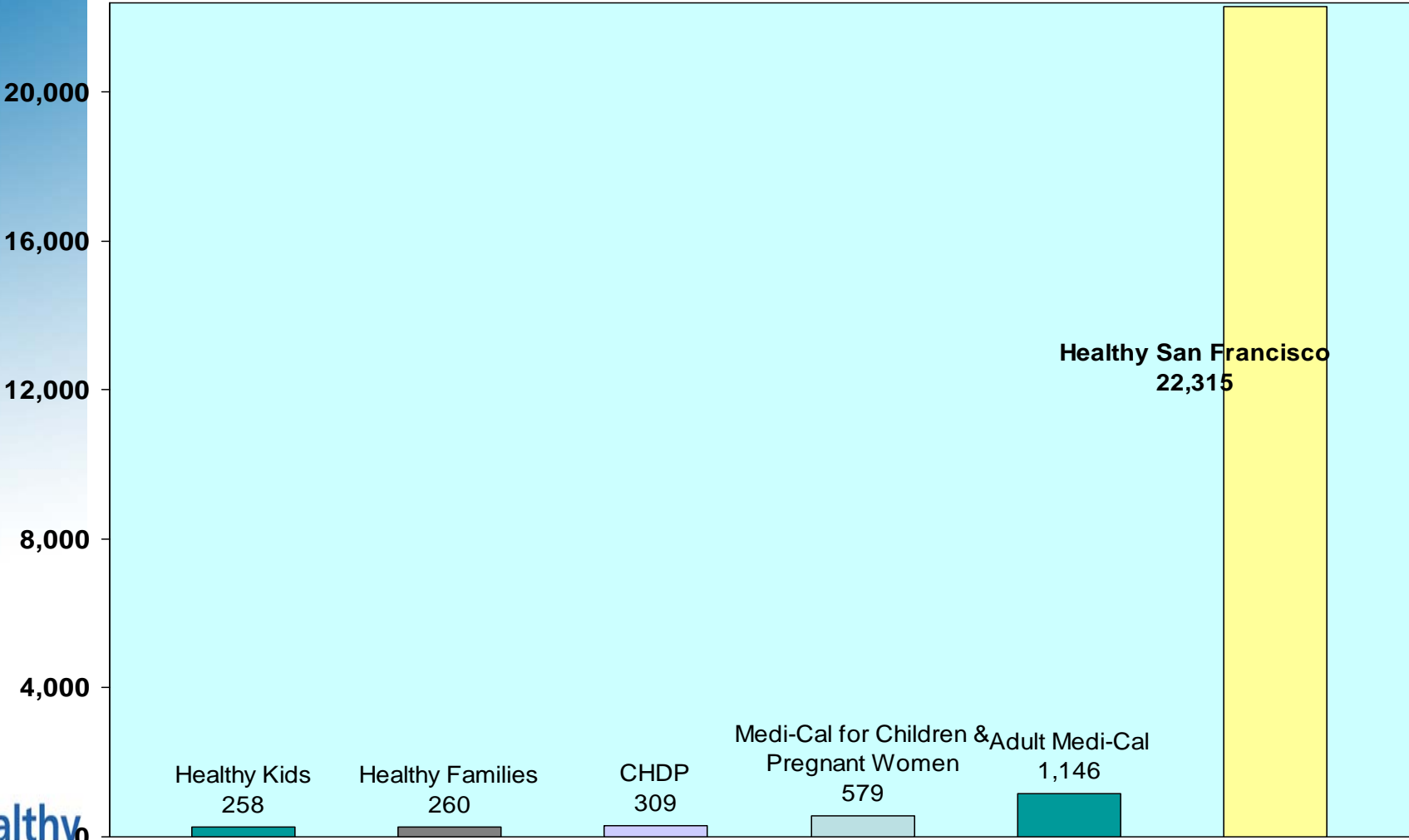
Senior Health Program Planner

San Francisco Department of Public Health

June 10, 2008

# Our Present

## 25,000 Complete Applications In Under 1 Year



*Note: Figures reflect number of Signed Apps for Healthy Kids, Adult Medi-Cal, HSF and number of applications found preliminary eligible for Medi-Cal for Children and Pregnant Women, CHDP, Healthy Families*

# By the Numbers:

## HSF Application Assistors

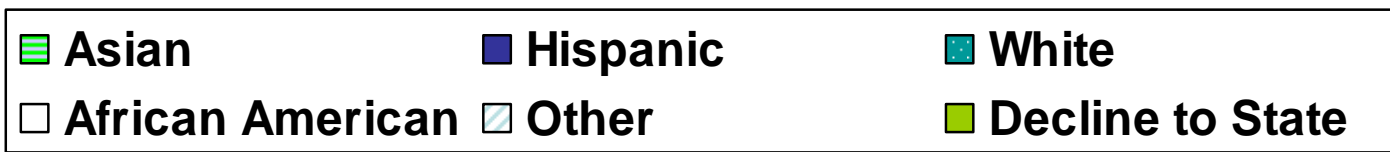
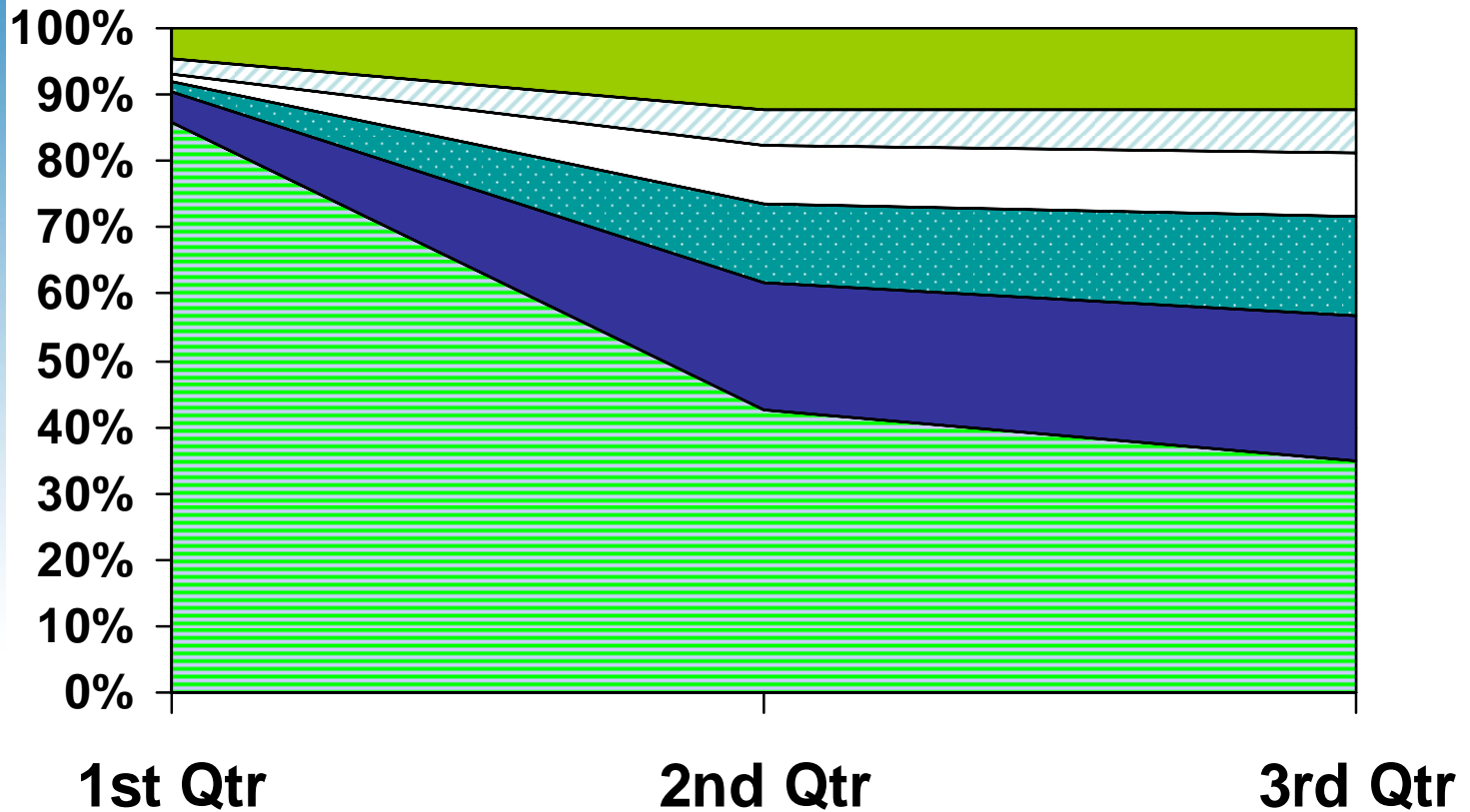
- ❑ 27 Enrollment Sites
- ❑ 100 active HSF Application Assistors
- ❑ 56 assistors who have enrolled >100 HSF Participants to date

# By the Numbers:

## HSF Participants

- ❑ 13.4% are new system entrants\*
- ❑ 15.8% are homeless
- ❑ 43 spoken languages represented
- ❑ 79% are 0-100% FPL

# HSF Participant Ethnicity By Quarter\*



Source: HSF Enrollment Extract, May 31, 2008

\*Quarters defined as follows: 1<sup>st</sup> Qtr July 07-Sept 07, 2<sup>nd</sup> Qtr Oct 07-Dec 07, 3<sup>rd</sup> Qtr Jan 08-Mar 08

# Looking Forward: Participant Follow-Up

- HSF Participants are eligible to renew 90 days prior to term end
- Participants receive 3 renewal reminder notices by mail
- Renewal process length between 10-15 minutes
- All permanent documents are retained in system

# Looking Forward

## One-e-App Enhancements

- Electronic submission of One-e-App Medi-Cal applications to H.S.A.
- Receipt of Medi-Cal disposition data into One-e-App from H.S.A.
- Addition of screening questions to identify and perform outreach to military veterans
- Survey tool to assess impact of Healthy San Francisco Program

# Assistor Resources

## Information, Updates, and Feedback

- Monthly “Assistor Updates”
- HSF Training Binder
- Training Leads
- Healthy San Francisco website  
([www.healthysanfrancisco.org](http://www.healthysanfrancisco.org))
- Quarterly city-wide trainings
- One-e-App Help Desk