



Bridges

Events Calendar

Healthy Kids and Young Adults Training and Refresher

Friday, March 28, 2008
9:30am-5:00pm
All-day course
Civic Center Conference Room
201 3rd Street, 7th Floor
For CAAs and new CAAs for more information call Jose Aguilera at **(415) 615-4403**

Healthy San Francisco Assistor Refresher

April 10, 2008
8:30am-12:00pm (noon)
Or 1:00pm-4:30pm
Carr Auditorium
San Francisco General Hospital
For more information call Rachel Arthur at **(415) 615-4493**

Healthy San Francisco Assistor Training (For new CAA's)

April 15, 2008
8:30am-4:30pm
Laguna Honda Hospital
Computer Lab, Room 300
For more information call Rachel Arthur at **(415) 615-4493**

A Path To Good Health Community Workshop

Thursday, April 24, 2008
5:00pm-6:00pm
Presented in English
Visitacion Valley
Boys & Girls Club
1099 Sunnydale Avenue, SF
For more information call **(415) 615-4403**

GGHI Luncheon at SFHP

Friday, April 25, 2008
11:45am-1:30pm
Civic Center Conference Room
201 3rd Street, 7th Floor, SF
Please RSVP to Jason Keefe at **(415) 615-4404** or jkeefe@sfhp.org

First 5's "See Me" Health & Safety Fair

Sunday, May 4, 2008
11:00am-3:00pm
Civic Center Plaza
in front of City Hall

The Healthy Kids & Young Adults Program Now Closed to New HKYA Members Aged 19-24.

The San Francisco Department of Public Health has decided to end the young adult component of the program due to an anticipated massive budget shortfall in the next fiscal year. Children and younger teen members aged 0 -18 are not affected; the program will eventually revert to its former name as simply: "Healthy Kids."



Though regrettable, the City believes it makes sense to help satisfy the budget shortfall by discontinuing the young adults insurance offering because the utilization of medical services is quite low in this program, and many of the services provided are family planning and pregnancy-related for which there are Federal and State resources available for the uninsured.

On March 10, 2008, Healthy Kids & Young Adults (HKYA) ceased accepting 19 to 24 year olds into the program. Those who contact HKYA seeking coverage through the program will instead be screened by San Francisco Health Plan in finding alternative health care access options that include other publicly-funded health insurance programs, and the City's non-insurance offering, Healthy San Francisco.

For the approximately 3,500 young adults aged 19-24 who are currently in the program, coverage will continue. Beginning July 1, 2008, however, this population will begin gradually phasing-out. This will be carried out by terming members once their current eligibility period ends (i.e. on their renewal date) on their 19th birthday, or on their 25th birthday, whichever comes first. San Francisco Health Plan will assist these former members in finding alternate health care options. SFHP is committed to providing assistance in finding alternative health care access options to persons aged 19 to 24 who would have otherwise been eligible for HKYA. SFHP is currently seeking ways to do so in the most efficient way possible.

If you have any questions about the change to the program, please contact **Adrian Nunez, (415) 615-4203** or **Jose Aguilera, (415) 615-4403**.



We receive many requests for events, presentations, and brochures and participate in many as possible. That's why we need a strong team that understands the different communities in San Francisco and can speak the languages of our membership.

Help us look for a Community Relations Specialist. We are seeking a strong Chinese (Cantonese) speaking candidate who has demonstrated experience working with Asian communities in San Francisco. If you know of anyone who may be interested and is likely to qualify, please refer them to our posting online at: www.sfhp.org/about_us/jobs



140

The number of Healthy Kids Application Assistors

182

The number of people in the GGHI Network

7,279

The number of people enrolled in the Healthy Kids & Young Adults Program as February 29, 2008

50.19%

The number of females enrolled in Healthy Kids & Young Adults

49.81%

The number of males enrolled in Healthy Kids & Young Adults

To subscribe to *Bridges*, email jkeefe@sfhp.org or call (415) 615-4404.

Help us go green! We can send you an electronic version via email to cut down on paper consumption, send your request to jkeefe@sfhp.org.

Maria Quevedo

“Certified Application Assistor Superstar”

Maria Quevedo has been helping her community as a “Hospital Eligibility Worker” at Silver Avenue Family Health Center for over 16 years. Maria is very passionate about her work and is very sensitive to the needs of her community. Maria was interviewed by Jose Aguilera, Community Outreach Specialist at San Francisco Health Plan:

Jose: Maria, could you please share with us where you are from and what brought you to San Francisco?

Maria: I am originally from Puebla, Mexico. I came to the United States in April of 1985. I got married and my husband was a U.S. Citizen and we decided to come to the United States. I came to San Francisco and have been here ever since.

Jose: What is your educational background?

Maria: I received a degree in Biology from “La Universidad Autonoma de Puebla.” I have always been interested in working in the health field.

Jose: Where did you work before you began to work as an eligibility worker?

Maria: I arrived in the United States in April of 1985. When I arrived in San Francisco, I studied English eight hours a day. I would not watch television in Spanish because I wanted to learn English as fast as possible. By August, I began to work as a caregiver for an adult. In March of 1986, I began a position as a Medical Assistant for Doctors Barns, Bishop and Botenhimer. It’s funny, because the medical office was located on the other side of the freeway. In 1988, I started working for Silver Avenue Health Center as a Health Worker I. Back then, community members came to the clinic for well checks and services were free. From 1991 to 1992, I worked as an HIV counselor. In 1992, I began to work as a Hospital Eligibility Worker here at the clinic and have been here ever since.

Jose: What inspires you to spend such long hours doing this type of work?

Maria: My soul is with the patients. I am an advocate for the health of all people and am devoted to give care. I am of aware of the medical needs of my population. I am a Breast Cancer

Survivor and went through treatment for 8 months in 1998. I am sensitive to the needs of my community. Many people come to see me who need medical care urgently and have no way to pay. I am the link between public health programs and the community. My job is to explain complex programs in language that everyone can understand.

Jose: We consider you a Superstar CAA. What do you recommend to other CAAs?

Maria: I only send in an application to Healthy Kids, Medi-Cal, Healthy Families, or HSF when it’s complete. That way my client knows their coverage will be approved on a given date. I don’t like to send in incomplete applications because my clients get confused when they get calls from a third party asking them for documentation.

Jose: Do you have any other recommendations for our CAAs?

Maria: Have patience with your clients. Be aware of the backgrounds and be sensitive to the patient. They have two needs. One is health coverage and the other is their health.

Jose: Anything else you want to share with our GGHI Network?

Maria: Yes, I am a proud parent of 2 boys. One is 24 and graduated from U.C. Davis in Environmental Science. My youngest son is 20 and is attending San Francisco State University and is pursuing a nursing degree. I am also in the process of adopting my grand niece Ilse who is 6 years old. She lives in Mexico. My niece passed away last December and I promised her I would take care of her. I am going to be a mom again!!





Update

Healthy San Francisco is a new program created by the City that makes health care services accessible and affordable for uninsured people living in San Francisco. This program offers a new and improved way for San Franciscans who do not have health insurance to have basic and ongoing medical care.

An important reminder:

Healthy San Francisco is not insurance. If people have health insurance, they should not drop it. Health insurance is always a better choice because *Healthy San Francisco* has limited services and places you can go to get medical care.

We have now been enrolling participants into *Healthy San Francisco* for over 5 months. We are very proud to have enrolled 13,815 people as of March 1, 2008!

In September 2007, we began enrolling the lowest income residents (those who earn within 100% of FPL).

On January 2, 2008, we expanded the program by beginning to enroll people who earn between 101 and 300% of FPL. Thanks to the hard work and dedication of our amazing Certified Application Assistors (CAAs) throughout the city, our numbers continue to grow. In recent weeks, we enrolled approximately 1000 new participants per week!

You may apply for *Healthy San Francisco* if you are:

- Living on a combined family income **at or below 300% of the Federal Poverty Level** (see reverse to see if you may be at or below 300% of the Federal Poverty Level) and;
- A San Francisco resident who can provide proof of San Francisco residency;
- Uninsured for at least 90-days and not eligible for public insurance programs like Medi-Cal, and;
- Between the ages of 18 and 64.

How to apply

To apply for *Healthy San Francisco* you must first meet with a Certified Application Assistor, who will help you complete a program application. During the application process, the assistor will inform you whether or not you qualify for the program.

If you have been seen by a medical clinic in the past 2 years: Visit that clinic to complete a *Healthy San Francisco* application.

If you have NOT been seen by a medical clinic in the past 2 years: You may apply at the *Healthy San Francisco* Enrollment Center at San Francisco Health Plan. Call **(415) 615-4588** to make an appointment. No walk-in applicants will be accepted.

Be sure to bring all **required documents** to your appointment.

How much does *Healthy San Francisco* cost?

Healthy San Francisco costs between \$0 and \$150 quarterly (every three months), depending on your income.

Required Documents

At your pre-scheduled clinic appointment, be sure to bring the following documents with you when you apply:

- ✓ **Personal identification** Such as a driver's license, ID, or passport
- ✓ **San Francisco residency verification** Such as a rental or lease agreement, or a utility bill
- ✓ **All family income verification** Such as pay stubs, tax return statements, or award letters dated within the past 45 days
- ✓ **All family assets verification** Such as bank statements or stocks/mutual fund statements dated within the last 45 days

Did You Know?

13,815

As of March 1, 2008, the number of participants enrolled into *Healthy San Francisco*

53%

The percentage of *Healthy San Francisco* participants who have a primary language other than English. These languages include Cantonese, Spanish, Mandarin, Amharic, Tagalog, Arabic, Hindi, Korean, Russian, Thai and 26 others!

27

The number of Medical Homes currently available in the *Healthy San Francisco* clinic network. Fourteen are Department of Public Health clinics and thirteen are within the San Francisco Community Clinic Consortium.

4/1

The date that the new Federal Poverty Level (FPL) eligibility guidelines become effective every year. FPL is used to determine financial eligibility guidelines for many publicly funded health programs, including *Healthy San Francisco*, Medi-Cal, Healthy Families, and Healthy Kids. If you are a CAA, make sure to use the new FPL charts starting April 1st!

Medical Services Provided by *Healthy San Francisco**

Preventive or Routine Care

Urgent Care

Family Planning Services

Home Health Services

Mental Health Care

Emergency Care

Hospital Care

Ancillary and Diagnostic Services

Durable Medical Equipment

Alcohol & Substance Abuse Services



For more information about *Healthy San Francisco* visit: www.healthysanfrancisco.org

*Some restrictions and limitations apply. For details, visit our website or call 3-1-1



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



Mark your calendar

GGHI Luncheon at
San Francisco Health Plan
Friday, April 25, 2008

Welcome Aboard Rachel!

Let's welcome the newest member of our Marketing and Community Relations team at SFHP, Rachel Arthur! She joins us with a wealth of experience, energy, and new ideas to help us support Application Assistors around the City to successfully enroll people into the *Healthy San Francisco (HSF) program.*

Prior to joining SFHP, Rachel worked as a Licensed Clinical Social Worker in pediatric oncology at UCSF. She also has years of experience working with community clinics to improve access to quality health care for low-income people. She has worked on healthcare projects locally in the East Bay, and internationally in Quetzaltenango, Guatemala.

She obviously loves to travel, as she also lived in Scotland for a year, and has worked in Germany. Rachel welcomes your input, ideas, and suggestions on training needs and enrollment issues related to HSF. Please contact her at **(415) 615-4493** or via email at rarthur@healthysanfrancisco.org. We are very excited to have her aboard. Welcome Rachel!



Rachel Arthur

Fun Facts about Rachel

Rock Climber
Favorite Islands: Cuba and Block Island
Salsa Dancer
Next Travel Destination: India
New Englander
New Hobby: Horseback Riding

Rachel joined SFHP in December and is our Outreach Specialist for HSF. In this role, she works closely with the Department of Public Health and the San Francisco Consortium of Community Clinics to develop and implement training materials and support CAAs to successfully enroll people in *HSF*. Rachel coordinates the production of HSF Assistor Updates, and is busy writing a HSF User Manual and preparing for upcoming City-wide trainings on HSF and One-e-App.