

San Francisco Health Plan Service Center Closed Until Further Notice
Remote Appointments Are Available

In accordance with the Shelter in Place order from the City and County of San Francisco, the San Francisco Health Plan (SFHP) Service Center will be closed for in person appointments until further notice.

We are open for remote appointments which take place via phone. To make an appointment or if you have a question about the Service Center, call SFHP Customer Service at **(415) 777-9992**.

All programs, including Healthy San Francisco and SF City Option, continue to operate. In addition, alternatives to remote enrollment, including online and phone enrollment, is available through our partners at Covered CA and the SF Human Services Agency for Medi-Cal and Covered CA health insurance.

Healthy San Francisco: Some Healthy San Francisco Medical Homes have adjusted their hours or suspended in person enrollment functions until further notice. Please call your Medical Home before visiting. Information and program updates are available on the Healthy San Francisco website <https://healthysanfrancisco.org/>. HSF Customer Service is available Monday through Friday, 8:30am to 5:30pm at **415-615-4555**.

Covered CA: Covered CA continues to provide online enrollment for Medi-Cal and Covered CA via their online portal at <https://www.coveredca.com/> or by phone at **(800) 300-1506**.

Medi-Cal, CalFresh and other Human Services programs: The SF Human Services Agency Service Centers have closed temporarily to in person appointments but have multiple phone and online options to assist clients. Please review this reference [sheet](#) that lists the phone numbers and online portals to access services including:

- Medi-Cal
- Cal-Fresh
- Cal-Works
- IHSS
- CAPI
- CA Food Assistance Program