

**April 17, 2020**

San Francisco Mayor London Breed first issued a “Shelter in Place” order for San Francisco effective 12:01am, Tuesday, March 17, 2020. A “shelter in place” means everyone, except workers in Essential Activities, is to work from home to protect our community. Employees working in “Health Care Operations Essential Functions” are exempt from the order.

**San Francisco Health Plan is located in the City of San Francisco and is considered an Essential Business.** Although our offices are closed, **all of our business operations are functioning normally to ensure that we provide all services for our Members and Providers.**

We will continue to work closely with our local and state partners at the Department of Health Care Services, the San Francisco Department of Public Health, San Francisco Community Clinic Consortium, local community providers and others to ensure that all necessary services are provided to our Medi-Cal and Healthy Workers HMO members and Healthy San Francisco and SF City Option participants.

Please consult our member and provider COVID-19 Information pages for the latest information and resources.

- **Member COVID-19 Information and Resources**

<https://www.sfhp.org/health-wellness/health-alerts/#coronavirus>

- **Provider COVID-19 Information Resources**

<https://www.sfhp.org/providers/health-alerts/#coronavirusproviders>

**You may continue to call our Customer Service department at:**

San Francisco Health Plan Customer Service

Phone: **1(415) 547-7818**

Fax: **1(415) 547-7826**

Phone Hours: Monday-Friday, 8:30am – 5:30pm

We are committed to our community and will continue to do our work supporting our members and providers during these difficult times.