



SF City Option

THE EMPLOYER'S HEALTH CARE CHOICE

SF City Option COVID-19 Response

COVID-19 has created a public health crisis that continues to evolve. At this time, all SF City Option benefits continue to operate, but there are some updates to current enrollment capabilities in order to assist you as quickly, safely, and efficiently as possible:

1. SF MRA Enrollment

Employees can continue to enroll in SF MRA by submitting a [Program Finder Form](#) as usual. We will also continue to process mailed Program Finder Forms.

2. SFHP Service Center Temporarily Closed

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 until further notice. All scheduled SF City Option appointments at the SFHP Service Center are currently being rescheduled. The temporary closure of the SFHP Service Center is impacting enrollment and renewals for:

SF Covered MRA

SF City Option is **not** able to process SF Covered MRA enrollments or renewals at this time. However, Covered CA continues to provide online enrollment via their online portal at <https://www.coveredca.com/> or by phone at 1(800) 300-1506. [Special Enrollment](#) for Covered CA has been extended through June 30, 2020.

Healthy San Francisco

SF City Option is **not** able to process Healthy San Francisco (HSF) enrollments or renewals at this time. Healthy San Francisco is giving you 90 extra days to renew if your Healthy San Francisco coverage expires in March, April and May.

For example, if your HSF coverage expires March 30, your Healthy San Francisco coverage now won't expire until June 30. SF City Option will continue to process employer payments and participant claims as usual.

3. Employer Check Processing: SF City Option employer contribution check and EFT processing will continue as usual.

4. Employee Claims Processing: SF City Option claims processing for SF MRA and SF Covered MRA will continue as usual through our vendor, WageWorks.



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SF City Option Customer Service is available

Monday – Friday,

8:30am – 5:30pm.

1(415) 615-5720, and 1(415) 547-7830 (TDD/TTY)

info@sfcityoption.org.

We are here to help!

If you need assistance to translate this letter in another language,
please contact SF City Option at **1(415) 615-5720**.

Si necesita ayuda para traducir esta carta a otro idioma, comuníquese con SF City Option al **1(415) 615-5720**.

若您需要將此函翻譯成其他語言，請聯絡 SF City Option，電話 **1(415) 615-5720**。

Kung kailangan mo ng tulong para maisalin ang sulat na ito sa ibang wika,
mangyaring kontakin ang SF City Option sa **1(415) 615-5720**.