

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 Providing Remote Service

In accordance with the Shelter in Place order from the City and County of San Francisco, the San Francisco Health Plan (SFHP) Service Center is now working remotely. All SF City Option appointments at the SFHP Service Center can be scheduled calling Customer Service at **1(415) 615-5720**. HSF and SF Covered MRA appointments are being scheduled subject to availability.

3. Policy Updates

Special Enrollment

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 July 31, 2020.

Healthy San Francisco

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.

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

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

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!