

Healthy Workers Program Eligibility

For Temporary Exempt As-Needed Employees in SEIU 1021, Consolidated Crafts and Plumbers Local 38

Eligibility Criteria

Your **initial** eligibility for the Healthy Workers program is determined by:

- Your membership in one of the bargaining units in the program
- Your appointment status
- Your years of City service
- The total number of hours you worked in a recent 12-month period as follows:

Category A: As-needed employees with less than three years of City service who have worked at least 450 hours for a benefit period's applicable 26 pay periods.

Category B: As-needed employees with three or more years, but less than six years of City service who have worked at least 300 hours for a benefit period's applicable 26 pay periods.

Category C: As-needed employees with six or more years of City service who have worked at least 200 hours for a benefit period's applicable 26 pay periods.

Additional Eligibility Criteria

You must also be able to answer yes to the conditions listed below:

- ✓ I am currently an active City employee.
- ✓ I am not eligible for enrollment as a primary beneficiary in a health plan offered by the City's Health Service System.
- ✓ I am not enrolled as a dependent in a plan offered by the City's Health Service System.
- ✓ I am not enrolled in another health plan.
- ✓ I live or work no further than 30 miles from the Healthy Workers' service area, which is the City and County of San Francisco.

Additional Information

- Your City-paid coverage will end if you no longer meet the eligibility criteria outlined above or you ask to withdraw from the program. You may have the right to continue coverage through the San Francisco Health Plan when you no longer qualify if you assume full responsibility for the monthly premium.
- Membership in the Healthy Workers program is limited. The benefit is not available to dependents or employees already enrolled in a health benefits plan. This is to make sure employees who don't have any health care can be covered. Also, if you are eligible and want coverage, but the plan is full, you will be placed on a waiting list.
- If you disagree with eligibility and enrollment decisions you may appeal to the As-Needed Health Benefits Committee. Please direct appeals to the Department of Human Resources at 1 South Van Ness Avenue, 4th Floor San Francisco, CA 94103 (Attention: Healthy Workers).
- For information about health plan benefits, visit San Francisco Health Plan online at www.sfhp.org, or call Customer Service at (415) 547-7800 or (800) 288-5555.
- For information about eligibility and enrollment, call the Department of Human Resources Healthy Workers Hotline at (628) 652-0865.

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Frequently Asked Questions

Q: How much does this program cost?

A: You do not have to pay any premiums. The City covers this cost. You will have co-payments for services and prescription drugs. Specific co-payment amounts can be found at www.sfhp.org.

Q: Where can I get healthcare services?

A: When you enroll in Healthy Workers, you must select either a primary care provider (personal doctor) or a primary care clinic from the Provider Directory. The primary care provider or clinic you choose will oversee all of your health care needs. The Provider Directory lists clinics by neighborhood and primary care providers by neighborhood, last name, and language.

Q: What if I need emergency care but am not close to a plan provider?

A: If you need immediate medical attention, you should call 911 and go to the closest hospital emergency room. Show your member ID card to the staff at the hospital and ask them to notify your primary care provider of your medical condition.

Q: How are years of City service calculated?

A: Your years of City service are calculated from your first day of work with the City regardless of breaks in employment.

Q: What if I have a complaint about the health services or benefits?

A: The San Francisco Health Plan encourages you to bring grievances to the attention of your provider's office staff first. If your concern is not resolved, you should contact San Francisco Health Plan's Customer Service at **1 (800) 288-5555**.

Q: Is dental care included in Healthy Workers?

A: No. Dental benefits are not part of the plan.

Q: Are vision services part of the plan?

A: Yes. VSP Vision Care provides vision services for Healthy Workers members. You can find a provider at www.vsp.com.

Q: What is the Healthy Workers service area?

A: The service area includes the City and 30 miles outside the City. You must work or live within 30 miles of the City to be eligible for Healthy Workers.