

# FREQUENTLY ASKED QUESTIONS

## PUBLIC HEALTHCARE



### **1. Where can I apply for public healthcare programs?**

There are Financial Counselors (eligibility workers) stationed at the Department of Public Health and several Community Health Centers (locations listed at the bottom of this form). They assist San Francisco residents with applying for federal, state and county programs. You may also contact the Medi-Cal office at the Human Services Agency to apply specifically for Medi-Cal or Healthy Families. However, if you go to one of the other health centers you will be more comprehensively screened for a wider array of health benefits including but not limited to Medi-Cal and Healthy Families.

### **2. I am not a United States Citizen or a Legal Permanent Resident. Do I qualify for any healthcare programs?**

Yes. Some healthcare programs, excluding Medi-Cal and Healthy Families, do not use U.S. Citizenship and Legal Permanent Residency as an eligibility requirement. Although it depends on the program, the Financial Counselor will advise you of the programs available to you and of those where the range of covered services that you can qualify for may be restricted. Your citizenship status may determine whether you are eligible or not for certain programs.

### **3. Do I have to answer questions regarding my immigration status?**

You are not required to answer questions regarding immigration status as part of the screening process. However, some programs (such as Healthy Families) are tied to immigration status and failure to provide proof of immigration status will disqualify you from these particular programs.

### **4. Do I have to know which program(s) to apply for ahead of time?**

No. The Financial Counselor will interview you to gather information and screen for eligibility across all potential programs. From there the Financial Counselor will advise you of the program(s) which you and you family members may qualify for.

### **5. What type of information will I be asked if I apply for healthcare programs?**

Standard eligibility information used by most programs includes age, residence, family size and household income to determine your federal poverty level. Some programs also consider household liquid assets (such as savings accounts), gender, and medical information depending on the type of services covered.

### **6. What is the federal poverty level (FPL)?**

The federal poverty level is the percentage above the poverty level a household is according to the family size and income and is a standard eligibility factor for healthcare programs.

### **7. Does every program require that I provide verification of my eligibility?**

**No.** The full coverage programs (such as Healthy Families) do. However, there are partial coverage programs that are specific to certain medical services that allow self-declaration and do not require any verification.

### **8. Can I apply if I don't have common forms of verification like a pay stub, tax return or rent agreement to provide?**

**Yes.** Most programs take into consideration the diverse income sources and living situations of those applying and allow for alternative forms of verification. The Financial Counselor will advise you of the options based on your situation.

## 9. Do all programs charge fees?

**No.** It depends on the program. Some programs (like Medi-Cal) begin to assign fees based at a certain federal poverty level (household income and family size). Others do not charge any fees for the covered services. The Financial Counselor will advise you of any fees that may apply during the application process.

## 10. How long after providing my information and verification (if required) will I know if I am enrolled into a program?

It depends on the program. Some programs (such as Cancer Detection Program) provide an immediate eligibility determination. Others (Medi-Cal and Healthy Families) take a few weeks or months because they require that the Financial Counselor submit the application to the organization that regulates the program for a final eligibility determination.

## 11. How do I apply?

**You may apply for free or low cost health coverage at one of the following clinics:**

1. <b>Dept of Public Health Eligibility and Enrollment Unit</b> (Spanish, Cantonese, Mandarin, Vietnamese, Tagalog)	2789 25th St, Rm 2004	206-7800
2. <b>Castro Mission Health Ctr.</b> (Spanish)	3850 17th St	487-7500
3. <b>Maxine Hall Health Ctr.</b> (Spanish)	1301 Pierce St	292-1300
4. <b>Silver Ave. Family Health Ctr.</b> (Spanish)	1525 Silver Ave	657-1700
5. <b>Chinatown Public Health Ctr.</b> (Cantonese)	1490 Mason St	364-7600
6. <b>Potrero Hill Health Ctr.</b> (English)	1050 Wisconsin	920-1250
7. <b>Ocean Park Health Ctr.</b> (Cantonese)	1351 24th Ave	682-1900
8. <b>Southeast Health Ctr.</b> (Spanish)	2401 Keith St	671-7000
9. <b>Tom Waddell Health Ctr.</b> (Spanish)	50 Lech Walesa	355-7400

**Several Community Based Organizations will assist in health applications as well.**

## 12. Can I get healthcare if I don't currently have coverage?

**Yes.** The City and County will then start the application/enrollment process to find the form of affordable coverage you qualify for.

**If you are interested in applying ONLY for Medi-Cal you may contact:**

Human Services Agency, Medi-Cal Office  
1440 Harrison Street, 9am-5pm *No Appointment Needed*  
PO Box 7988, San Francisco, CA 94120  
P: (415) 863-9892 Fax: (415) 558-1977