



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

SF HIV FOG 9th Annual Open Enrollment Boot Camp



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Topics:

- 1) Introduction
- 2) How Long have you been working in benefits navigation?
- 3) When you meet with a client, what are the essential points of information you request in order to triage them into benefits?
- 4) Benefits challenges
- 5) Consultation questions



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Introduction

- Ming is eligibility worker supervisor at Maria X Martinez Health Resource Center Urgent Care, 555 Stevenson Street, SF CA 94103
- Clinic Hours: Monday, Tuesday, Thursday, Friday, Saturday 8:30am – 4:30pm
Wednesday 10am – 4:30pm

Available Services:

- * Drop-in care for urgent health issues
- * STD and STI testing
- * Transitional primary care
- * Behavioral health
- * Low-barrier medications for addiction treatment
- * TB testing
- * Covid-19 testing and treatment
- * lab Services
- * Follow-up wound care
- * Dental care
- * Podiatry care (Wed: 1pm – 4:30pm & Saturday)
- * Referral to Primary Care and other service



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Experience in benefits navigation

- Has been working in benefits navigation for over 20 years with San Francisco General Hospital Inpatient and Outpatient unit, and with San Francisco Department of Public Health clinic.
- Serves clients who need help to enroll in health coverage, assist clients to resolve any issues with their coverage applications
- What motivate Ming is ability to help underserve, diversity clients in medical setting



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Essential Information to prepare

When meeting with a client, it's helpful to provide:

- Your last and first name
- Date of birth
- Social security number if available
- Immigration status
- Family size and family income

These information is needed to determine what Federal, State and City Program that a client is eligible for



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Benefit Challenge:

Example Client:

- A 37 year-old, African American male
- Income: \$61k annually
- Long-time resident of San Francisco; stable housing with a roommate
- Diagnosed with HIV in 2017; started Antiretroviral Therapy right away; last VL<40 and CD4=720 (July 2023)
- Three (3) weeks of ART on hand; 4 refills authorized at the pharmacy
- Insured with Health Net but changing careers starting November 15; new freelance job will not provide health insurance

Benefits option:

With client's new job, if client's income is at or below 138% Federal Poverty Level, client can apply for Magi Medi-cal. If client's income is over 138% FPL, client can enroll to Covered California.



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Additional Resource(s)

HIV Linkage Plan:

If Client is enrolled with Covered California, client can apply Health Insurance Premium Payment Assistance (OA-HIPP) Program that pays monthly health insurance for ADAP clients. Also, client enrolled in OA-HIPP program is eligible for the medical out-of-pocket benefit. Which covers outpatient medical out-of-pocket costs that count toward the client's health insurance policy's annual out of pocket maximum.