



2027 Key Contacts

SFHSS

1145 Market Street, 3rd Floor
San Francisco, CA 94103

Tel: (628) 652-4700

Fax: (628) 652-4701

sfhss.org

SFHSS Telephone Hours

Monday, Tuesday, Wednesday,
and Friday: 9 a.m. to Noon and
1 p.m. to 4:30 p.m.

Thursday: 10 a.m. to Noon and
1 p.m. to 4:30 p.m.

Update Your Information

For changes in address, family
status, new hires, and more
please visit sfhss.org/contact-us

Well-Being

1145 Market Street, 3rd floor
San Francisco, CA 94103

Tel: (628) 652-4650

Fax: (628) 652-4601

well-being@sfgov.org

sfhss.org/well-being

Health Service Board

Attn. Board Secretary

1145 Market Street, 3rd Floor
San Francisco, CA 94103

Tel: (628) 652-4646

Fax: (628) 652-4702

health.service.board@sfgov.org

sfhss.org/health-service-board

CCSF PAYMENT PORTAL

To make health premium payments
online, visit the **City and County of
San Francisco Payment Portal:**
sfhss.org/how-make-payment

MEDICAL PLANS

Health Net CanopyCare HMO
(833) 448-2042

healthnet.com/sfhss

Group G0727A

Kaiser Permanente HMO
(800) 464-4000

choose.kp.org/sfhss

Group 888 (North CA)

Group 231003 (South CA)

**Blue Shield of California
Trio HMO**

(800) 357-1901

blueshieldca.com/sfhss

Group W0051448

**Blue Shield of California
Access+ HMO**

(800) 357-1901

blueshieldca.com/sfhss

Group W0051448

**Blue Shield of California
PPO (Non-Medicare)**

(888) 499-5532

blueshieldca.com/sfhss

Group W0051448

**Blue Shield of California
MAPD PPO (Medicare)**
(800) 370-8852

blueshieldca.com/sfhss

Group W0051448

DENTAL & VISION PLANS

Delta Dental PPO
(888) 335-8227

deltadentalins.com/ccsf

Group 09502-00003

DeltaCare USA DHMO
(800) 422-4234

deltadentalins.com/ccsf

Group 71797-00001

UHC Dental DHMO
(800) 999-3367

exploreuhcplans.com/sfhss

Group 275550

VSP Vision Care
(800) 877-7195

www.vsp.com

Group 12145878

FSAs & COBRA

P&A Group
(800) 688-2611

padmin.com

VOLUNTARY BENEFITS

Workterra During Open Enrollment:

Contact **(833) 711-4498** or schedule an
appointment at workterravboe.com

Workterra During New Hire Enrollment:

Contact **(866) 528-5360** or log into
ccsfvb.com to schedule an appointment.

Administrative Questions About Your

Voluntary Benefits? Contact Workterra at
(888) 604-3771 for assistance with payroll
deductions, premium payments, or benefit
reinstatements.

LTD & GROUP LIFE INS.

New York Life LTD

Policy: LK980417

General Customer Service or Claim Status:

(800) 695-4226, Option #1, Extension #3

mynylgbs.com

To file a Disability Claim:

(888) 842-4462

nyl.com/disability-claim

New York Life Employer-Paid Group Life Insurance

Policy: FLX980556

(800) 225-5695

When prompted, say **"Claims"** to be directed
to the appropriate department.

OTHER AGENCIES

Pension Benefits

SFERS

Employees' Retirement System

Tel: (415) 487-7000

Toll Free: (888) 849-0777

mysfers.org

CalPERS

(888) 225-7377

calpers.ca.gov

CalSTRS

(800) 228-5453

calstrs.com

PARS

(800) 540-6369

pars.org

Health Insurance Exchange

Covered California

(800) 300-1506

coveredca.com