



City and County of San Francisco
London N Breed, Mayor

San Francisco Department of Public Health

Grant Colfax, MD
Director of Health

San Francisco Department of Public Health

Policy & Procedure Detail*

Policy & Procedure Title: Determining the Eligibility of Patients/Clients For Healthcare Benefits (COM4)	
Category: Compliance	
Effective Date: July 1, 2006	Last Reissue/Revision Date: January 25, 2023
DPH Unit of Origin: Compliance	
Policy Contact - Employee Name and Title; and/or DPH Division: Office of Compliance and Privacy Affairs (OCPA)	
Contact Phone Number(s): 855-729-6040	
Distribution: DPH-wide <input checked="" type="checkbox"/>	If not DPH-wide, other distribution:

*All sections in table required.

1. Purpose of Policy

This policy applies to all DPH workforce members including DPH employees, contracted staff, medical staff, interns, volunteers and other individuals representing or working at DPH. It is the policy of the Department of Public Health (DPH) that DPH workforce members shall not encourage, advise or instruct patients/clients to give deceiving, misleading or false information in order for the patient/client to become eligible for County, State, or Federal healthcare benefits.

The purpose of this policy is to clarify that allowing or causing local, state, or federal government resources to be accessed or used based on false pretenses may constitute fraud and subject the individual to disciplinary action as well as civil or criminal sanctions.

2. Policy

1. DPH staff shall not encourage, advise, or instruct patients/clients who do not reside in San Francisco to provide a false San Francisco address during the registration or eligibility process in order to receive DPH services.
2. DPH staff shall not encourage, advise, or instruct patients/clients to provide misinformation regarding their financial assets in order to qualify for the sliding scale or for Medi-Cal, Medicare, or other insurance coverage or benefits.
3. Violations of this policy shall result in disciplinary action, up to and including termination.
4. Violations of this policy may constitute fraud and cause an employee to incur civil and/or criminal sanctions and fines.

Last Revision Date: 11/7/2017; 1/25/2023

Last Reviewed Date: 9/11/2023

The mission of the San Francisco Department of Public Health is to protect and promote the health of all San Franciscans.

We shall ~ Assess and research the health of the community ~ Develop and enforce health policy ~ Prevent disease and injury ~
~ Educate the public and train health care providers ~ Provide quality, comprehensive, culturally-proficient health services ~ Ensure equal access to all ~