


How to Update Your Benefits Following a Qualified Life Event

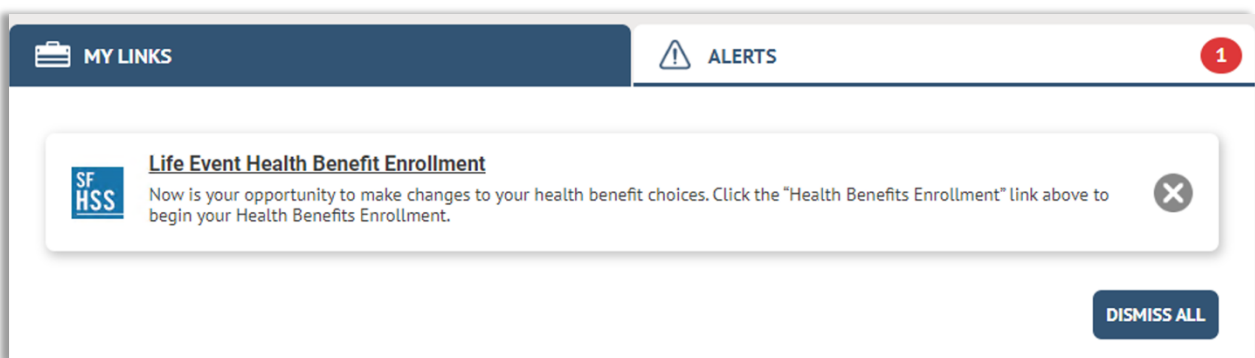
Welcome!

Thank you for using SFHSS' Self-Service system to update your benefits due to a **qualifying life event**. A qualifying life event is an event that allows an SFHSS member to add or drop a dependent outside of Open Enrollment. Changes made due to Life Events must be made **within 30 days** of the qualifying event.

Before you get started, there are a few things to know.

- **What is a qualifying life event?** Go to <https://sfhss.org/qualifying-life-events>.
- **What documents do I need?** If you are going to be *adding or dis-enrolling* a new dependent to your existing plans, you will need to have your required documentation ready for upload. You will not be able to complete your online enrollment without uploading your documentation.
 - *Certified Marriage Certificate*
 - *Domestic Partner Certification*
 - *Birth Certificate*
 - *Adoption Certificate*
 - *Court Orders for Divorce, Separation, Annulment, Dissolution of Partnership*
 - *Proof of coverage loss*
 - *Death Certificate*
 - *A Social Security number must be provided for each new enrolled member*
- **How long do I have to update my benefits?** You must complete your election and submit your documentation *no later than 30 calendar days* after the qualifying life event occurs. If the election change process is not completed within 30 days of the life event, you must wait until the next Open Enrollment period in October to make any changes.
- **What if I made a mistake?** If you make an error during your online enrollment, just click on the breadcrumbs that are found at the top of the page to go back to a previous section. To edit, click on the edit button or the pencil icon  and save your changes.

- **What if I encounter an issue?** Visit <https://sfhss.org/how-to-enroll> where you will find information on how to login and get started, links to information about eligibility, and short videos (30 seconds each) showing you how to make specific updates and elections by topic.
- **What if I exit the system before finishing?** If you exit before submitting your enrollment request, you will need to log back in. When you get back to the **Employee Portal landing page**, you will see an **Alert** indicating that your enrollment is incomplete. Click on **Life Event Benefits Enrollment** to resume enrollment.



- **Problems logging in?** If you experience technical issues accessing your account and cannot resolve with our online resources, call the **Dept. of Technology's Help Desk** at **(628) 652-5000**. City College employees and San Francisco Unified District employees, you must provide the DT help desk your DSW. If you do not know your DSW, contact SFHSS.
- **Questions?** Call SFHSS at **(628) 652-4700** or visit sfhss.org/contact-us. Our telephone hours are Monday, Tuesday, Wednesday and Friday from 9am to 12pm and from 1pm to 5pm and Thursday from 10am to 12pm and 1pm to 5pm. Our offices are currently closed to the public.

Let's Get Started



SF Employee Portal



1. Login to the My Apps Dashboard
<https://myapps.sfgov.org>
2. Enter your DSW and password. Click agree & Sign In.
3. Complete the security verification and click **Verify**.
4. Click on the **San Francisco Employee Portal** tile.
5. Under the **My Links** tab, select **Employee Links**. Look for the **eBenefits** and click on **Submit a Qualifying Life Event**.

Select the event that has happened in your life:

Select the event that has happened in your life

- I got married.
- I had a baby.
- I have a new domestic partnership.
- I married my domestic partner.
- I got divorced/legally separated.
- My domestic partnership ended.
- I and/or my dependent has gained other coverage.
- I adopted or gained legal guardianship of a child.
- My dependent died.
- I and/or my dependent has lost coverage.

If you select *I got married*, *I had a baby*, *I married my domestic partner*, or *I adopted or gained legal guardianship of a child*, you will be **adding a new dependent**.

If you select *I got divorced/legally separated*, *my domestic partnership ended*, or *my dependent has died*, you will be **dis-enrolling a dependent** from your benefits.

Remember, when dis-enrolling dependents, you must uncheck their benefit elections for medical, dental and vision plans separately otherwise they may not be dropped from your benefit plans.

NOTE: Your ability to enroll or disenroll in a plan or to make FSA changes is dependent upon your specific Qualifying Life Event. While the following screenshots show all options available, these may not be all the options available to you.

Begin a Life Event

Begin a Life Event

Choose Life Event

Marriage

I got married.

A qualifying life event is the only time you can change your benefit elections outside of the annual Open Enrollment period in October.

You must complete the election change process, including the submission of all required documentation, no later than **30 calendar days** after the qualifying life event occurs. If the election change process is not completed **within 30 days** of the date of the qualifying event, you must wait until the next Open Enrollment period in October to make any changes. Please note, an individual with *End Stage Renal Disease* may be prohibited from changing medical plans.

In addition to complete documentation required, a Social Security number must be provided for each of the family members being enrolled.

A copy of the marriage certificate must be submitted within 30 days of the legal date of the marriage.

A Social Security number must be provided for your spouse and any of his or her eligible children.

Coverage for your spouse and his or her eligible children will be effective the first day of the coverage period following the submission of the required application and documentation.

Visit sfhss.org for more information on [life event changes](#) and required documentation for [dependent eligibility](#).

What Date Did Event Take Place

Continue

1. On this page, you will see the life event you selected (e.g. “I got married”). Read through the information listed about the life event.
2. **What Date Did Event Take Place?** Click on the **Calendar** and enter the date of your marriage, birth of your new child, etc. If the date of your life event is over 30 days ago, you will not be able to continue the enrollment process. Call SFHSS with any questions.
3. Click **Continue**.

Upload Documentation

1. Adding a new life event requires documentation. Click the **Manage/Upload Documents** button to continue. Place all your documents in one attachment as you can only upload one document.

2. Add a subject. Click on **Add Attachment**.

3. Click on **Choose File** to navigate your computer, tablet, or phone for the document to upload. Once the file has been selected, click on **Upload**.

- Once the file appears in your selection criteria. Click on **Save**.

Document Definition - New Attachment

Instructions
Enter the name of your document in the Subject field. Click the Add Attachment button to choose the supporting document from your device. Once you have chosen the file you wish to upload, click the Save button.

Selection Criteria

Description Marriage Certificate

*Subject SF Marriage Certificate

Attachment RM_121112_2013SampleRateCalc.pdf
[View Attachment](#)

Save

Go To Document Upload

- Once you upload your documentation, you will receive a confirmation that it was uploaded.

Upload Marriage Certificate

You are required to upload a marriage certificate. Click on the Manage/Upload Documents button to upload a supporting document.

✔ A Marriage Certificate has been uploaded.

[Manage/Upload Documents](#)

- The file now shows in a list of attachments with a Submitted Status.

You must click the **X** in the top right corner to exit out of the Upload Document workflow and return to your benefit elections.

Document Upload

Instructions
To upload your documents, select the add attachment button, select the file from your computer, click save.

Documents

Marriage Certificate

[Add Attachment](#) [Add Note](#)

Attachments

Select	Sequence	Created	Author	Entry ID	Subject	Status
<input type="checkbox"/>	1	02/03/2023 2:55PM			Marriage Certificate SF Marriage Certificate	Submitted

[Select All](#) [Deselect All](#) [Delete](#)

- Next, you will see **Your life event has been created** indicating that your life event has been submitted. Now you can add new dependents and make benefits election changes.

✔ **Your life event has been submitted**

A new Benefits Enrollment event has been prepared to make any updates you would like to your dependents and/or elections.

[Begin your Benefits Enrollment](#)

Review Your Dependents

If you have any existing dependents, they will be listed here. Click **Edit** to make any changes.

- If you married your Domestic Partner, change the relationship to *spouse*.
- If you got divorced or legally separated, change the relationship to *Ex-Spouse*.
- If your domestic partnership ended, change the relationship to *Ex-Domestic Partner*.

Enroll in Benefits

Progress: Dependents (Completed), Required Responses (Completed), Elect Benefits (In Progress), Review & Submit (Not Started), Confirmation (Not Started)

Review Dependents

Please review your dependent information below for accuracy as inaccurate data may affect plan eligibility. Click on the Edit button to make corrections to an existing dependent. Click on the Add a New Dependent button to add a new dependent.

Name	Relationship	Date of Birth	Marital Status	Disabled	Dependent	
Bob Smith	Domestic Partner Adult	1/1/1976	Single		✓	Edit

[Add a New Dependent](#) [Save and Continue](#)

Click on **Add a New Dependent** to add a new dependent, then click **Save and Continue**.

Fill in the **Dependent/Beneficiary Personal Information** window. Click the save button and close the screen by clicking the **X** in the top right corner of the window.

What you should know when adding dependents to your health benefits.

When adding dependents not all relationship types are benefit eligible. These other relationships may be used for emergency contacts for example. To ensure your dependent is eligible for coverage, refer to the table below.

Relationship Types	When to Use	Supporting Documentation Needed
Child	Biological or Adopted Children.	Birth/Adoption Certificate.
Domestic Partner Adult	Domestic Partner.	Domestic Partnership Certificate.
Domestic Partner Child	Child of Domestic Partner.	Birth Certificate & Domestic Partnership Certificate.
Other Child - Legal	Dependents from court ordered coverage/guardianship, etc...	Court Order.
Other IRS - Non Dep Adult	Domestic Partners who qualify for tax favored status - Tax returns and annual attestation required.	Domestic Partner Certificate & Annual Attestation from SFHSS.
Other IRS - Non Dep Child	Children of Domestic Partners who qualify for tax favored status - Tax returns and annual attestation required.	Birth Certificate, Domestic Partner Certificate & complete and return Annual Domestic Partnership Attestation that will be sent from SFHSS.

Review and Update Your Personal Information

If your personal information is not correct, please do one of the following:

- If you are a CCSF or Courts employee, you can update your information in the Employee Portal.
- SFUSD and City College employees must update address information directly with their employer.
- If you are a retired employee, please contact us at **(628) 652-4700**.

Current Benefit Elections

Please review your current benefits elections for your existing and newly added dependents.

If you need to add your new dependent or drop an existing dependent (divorce/dissolution/end of domestic partnership) from your benefits plans, select the **No** button below and click **Save and Continue**. If you have no changes to your benefits, click **Yes**.

Dependents
Required Responses
Elect Benefits
Review & Submit
Confirmation

Confirm Personal Information

Current Elections

Current Elections

Please review your current and new elections. If you have no changes to your benefits in the list of elections, select the "Yes" button below. If you would like to make changes to the list of elections, select the "No" button below. Click to "Save and Continue."

Active employees: Some union contracts provide for Employer-paid Long-Term Disability, Group Life and Computer Vision Care. You cannot elect to enroll or disenroll from these. If you have no changes to the other benefits, you can still enroll in a Healthcare or Dependent Care FSA on a later screen.

Plan	Current Election	Current Coverage Level	New Election	New Coverage Level	My Cost
Medical	UHC PPO (City Plan)	Member plus one Domestic Partner	Same	Same	\$ 0.00
Dental	Delta Dental PPO	Member plus one Domestic Partner	Same	Same	\$ 0.00
Vision Premier	Waived		Same		\$ 0.00
Life	Superior Court SEIU 25K	\$25,000	Same	Same	\$ 0.00
Long-Term Disability	Grp Long Term Disability 60%	60% of Salary	Same	Same	\$ 0.00

Do you agree with the new elections shown above?

Yes
 No

Go Back
Save and Continue

Choose a Medical Plan

The above list displays all individuals who are eligible dependents. If an individual is missing from this list, click on the **Manage Dependents** button to add new dependents to your list.

You may enroll any of these individuals for coverage under this plan by checking the **Enroll** box next to the dependent's name.

Available Plans (5)

<p>Kaiser Permanente HMO Kaiser Permanente</p> <p>Currently Elected</p> <p>\$ -373.04 My Cost</p> <p><small>Kaiser Permanente HMO has no deductibles to keep track of and virtually no paperwork for the services you receive. There are pre-set copays for most covered services, including prescriptions. There is no paperwork to fill out or bills to pay for the services you receive. You do not need a referral for certain specialties, like estrogen and obstetric-gynecology. Members have access to online tools to help you manage your care and communicate quickly with your doctor. Additionally, most medical services are available under one roof (e.g. pharmacy, lab work, specialty care). You can select a Primary Care Physician (PCP) or one will be assigned to you. You can change your doctor at any time. You must live or work in a zip code serviced by the plan. The Evidence of Coverage (EOC) contains a complete list of benefits and exclusions. Click on the blue button below for plan documents.</small></p> <p>Kaiser Permanente HMO Search for providers in this plan</p>	<p>Health Net CanopyCare HMO Health Net CanopyCare HMO</p> <p>Elect this Plan</p> <p>\$ -295.99 My Cost</p> <p><small>Divided by physicians and hospitals, Canopy Health is a community of caregivers championing health. Our focus is on improving health, advocating for the entire Bay Area, and supporting individuals in a way that is empathetic and respectful. Our large network of physicians and other providers will offer consistently high-quality care with clear, foreseeable costs.</small></p> <p>Health Net CanopyCare HMO Search for providers in this plan</p>	<p>Trio HMO - Blue Shield of CA Blue Shield of California</p> <p>Elect this Plan</p> <p>\$ -339.98 My Cost</p> <p><small>This HMO is made up of a network of local doctors, specialists and hospitals that work closely together to coordinate your care and features a dedicated Concierge Service and Heal (home visits) based on location. California Pacific Health Care Center (CPHC) was added to the Trio network in April 2019. Trio HMO has no deductibles to keep track of and virtually no paperwork for the services you receive. You only pay a copayment for most covered services (like doctor visits, urgent care and emergency care). In the Trio plan, your Primary Care Physician (PCP) coordinates your care and refers you to specialists in tandem with Blue Shield and Trio facilities within their medical group/Independent Practice Association (IPA). You can select your own PCP. If you do not, one will be assigned to you. Each member of your family can choose a different physician and medical group/PA. You can change your doctor at any time. To enroll, you must live or work in a zip code serviced by the plan. The Evidence of Coverage (EOC) contains a complete list of benefits and exclusions. Click on the blue button below for plan documents.</small></p> <p>Trio HMO - Blue Shield of CA Search for providers in this plan</p>	<p>Access+ HMO - Blue Shield of CA Blue Shield Access+</p> <p>Elect this Plan</p> <p>\$ -283.26 My Cost</p> <p><small>Access+ HMO is affordable and predictable - you pay only the copayment for most covered services (like doctor visits, urgent care and emergency care). The plan has no deductibles to keep track of and virtually no paperwork for the services you receive. You can select your own Primary Care Physician (PCP). If you do not, one will be assigned to you. Your PCP coordinates all your care as well as refers you to specialists and hospitals within their medical group/Independent Practice Association (IPA). Each member of your family can choose a different physician and medical group/PA. You can change your doctor at any time. To enroll, you must live or work in a zip code serviced by the plan. The Evidence of Coverage (EOC) contains a complete list of benefits and exclusions. Click on the blue button below for plan documents.</small></p> <p>Access+ HMO - Blue Shield of CA Search for providers in this plan</p>	<p>Blue Shield of CA PPO Accolade Blue Shield Accolade</p> <p>Elect this Plan</p> <p>\$ -110.32 My Cost</p> <p><small>Blue Shield PPO of Accolade allows you to choose any healthcare provider. If you receive services from an in-network provider, your out-of-pocket expenses are less, and claims are submitted for you by your doctor. If you obtain services from an out-of-network provider, you may be required to pay for services directly and submit your own claims. Because the plan does not assign a Primary Care Physician (PCP), you coordinate your own care and do not need a referral to see a specialist. Some services require prior approval (called Prior Authorization) before those services will be covered by the plan. UHC PPO does not have service area requirements. The Evidence of Coverage (EOC) contains a complete list of benefits and exclusions. Click on the blue button below for plan documents.</small></p> <p>Blue Shield of CA PPO Accolade Search for providers in this plan</p>
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If you are dropping a dependent (ex-spouse, ex-domestic partner, step-children), be sure to uncheck their name to dis-enroll them from a medical plan.

Enroll in a Dental Plan

The above list displays all individuals who are eligible dependents. If an individual is missing from this list, click on the **Manage Dependents** button to add new dependents to your list.

You may enroll any of these individuals for coverage under this plan by checking the **Enroll** box next to the dependent's name. If you are dropping a dependent (ex-spouse, ex-domestic partner, step-children), be sure to uncheck their name to **dis-enroll** them from a medical plan.

Note: Dental benefits for City College employees and SFUSD employees are not administered by SFHSS and will not appear in eBenefits.

Enroll in a Vision Premier Plan

The above list displays all individuals who are eligible dependents. If an individual is missing from this list, click on the **Manage Dependents** button to add new dependents to your list. You may enroll any of these individuals for coverage under this plan by checking the Enroll box next to the dependent's name.

Note: You can only enroll in the **Vision Premier** plan if you are enrolled in an SFHSS medical plan. If you elect to enroll in **Vision Premier**, then all your dependents who are also enrolled in a medical plan are required to enroll in the **Vision Premier** plan. Enroll your new dependent by checking the box next to their name.

If you want to need to add a dependent, click the **Manage Dependents** button.

If you are dropping a dependent (ex-spouse, ex-domestic partner, step-children), be sure to uncheck their name to dis-enroll them from a medical plan.

Available Plans (1)

VSP Premier Plan
Vision Service Plan

Currently Elected

\$ 4.85 ▼
My Cost

You have two vision plans to choose from. You can stay enrolled in the VSP Basic Plan, which is automatically included your medical plan, or you can enroll in the VSP Premier Plan, for enhanced benefits, such as a \$300 allowance on frames or a \$250 allowance on contacts lenses, every calendar year. Lens enhancements (such as anti-reflective, anti-scratch, premium and custom progressive (lenses) are available with an additional \$25 copay. If you enroll in VSP Premier, any dependents currently enrolled in a medical plan, will also be enrolled in the VSP Premier Plan. The Evidence of Coverage (EOC) contains a complete list of benefits and exclusions. Click on the blue button below for plan documents.

VSP Premier Plan

Search for providers in this plan

Choose a Flexible Spending Account (FSAs)

If you are enrolled in a **Health Care FSA**, you will be able to make FSA elections, including updating current election amounts.

If you would like to enroll in a new FSA, check the **Enroll in Health Care FSA**.

Click save and continue. You will then advance to the **Dependent Care FSA**. Make any changes and then click **Save and Continue**.

Note: FSA benefits for City College employees and SFUSD employees are not administered by SFHSS and are not available for Retirees. Not applicable benefits will not appear in eBenefits.

Review Your Elections

This is your opportunity to review your elections. Included on this page is a cost summary. To edit a section, click on the pencil. Click the **Continue** button.

Dependents
Required Responses
Elect Benefits
Review & Submit
Confirmation

Review Elections

Review Your Elections

Please review and verify your elections.

Health Benefits

Medical \$0.00
My Cost

Kaiser Permanente HMO
Member Only

Dependent	Relationship	Covered
Ellie Brown	Spouse	N
Morgan Brown	Child	N

Dental \$4.62
My Cost

Delta Dental PPO
Member plus one dependent

Dependent	Relationship	Covered
Ellie Brown	Spouse	Y
Morgan Brown	Child	N

Vision Premier \$4.85
My Cost

VSP Premier Plan
Member Only

Dependent	Relationship	Covered
Ellie Brown	Spouse	N
Morgan Brown	Child	N

Cost Summary

Costs

Before Tax: \$ 9.47
 After Tax: \$ 0.00
Total: \$ 9.47

Dollar Value of Credits

Total: \$ 373.04

Total Costs: \$ 9.47
Total Credits: \$ 373.04
Credits Minus Costs: \$ 363.57

If you need to go back to a previous screen, use the breadcrumbs at the top of the page to navigate there.

Disability Insurance

Long-Term Disability \$0.00
My Cost

Grp Long Term Disability 60%
60% of Salary

Spending Accounts

Flex Spending Health - U.S. \$225.00
My Cost

Health Care FSA
\$2,700 Pledge

Flex Spending Dependent Care \$20.83
My Cost

Child Care Dependent Care FSA
\$250 Pledge

Continue

Submit Elections

Review the information on the page and click **Submit**.

DependentsRequired ResponsesElect BenefitsReview & SubmitConfirmation

Review Elections

Submit Elections

Submit Elections

You have almost completed your enrollment. If you have no further changes, select the **Submit** button on this page to finalize your benefit choices. Select the **Go Back** button if you are not ready to submit your choices and wish to return to the Enrollment Summary.

Do not submit your benefit choices until you have completed your enrollment. You may store your choices on each page and return at a later time to complete. However, once you select the Submit button your benefit choices will be sent to the Health Service System for processing.

Once your enrollment is processed, you may not be able to make any further benefit changes until the next Open Enrollment period or if you have a qualified family status change.

By submitting your benefit choices you are authorizing San Francisco Health Service System to deduct your premium contributions from your wages. You are also authorizing San Francisco Health Service System to send necessary personal information to selected insurance carriers to complete your enrollment. Your enrollment will not be complete until your submissions have been reviewed and confirmed by San Francisco Health Service System.

If you have selected the Kaiser plan, by submitting your enrollment, you are agreeing to Kaiser Health Plan Arbitration Agreement:

I understand that (except for Small Claims Court cases, claims subject to a Medicare appeals procedure or the ERISA claims procedure regulation, and any other claims that cannot be subject to binding arbitration under governing law) any dispute between myself, my heirs, relatives, or other associated parties on the one hand and Kaiser Foundation Health Plan, Inc. (KFHP), any contracted health care providers, administrators, or other associated parties on the other hand, for alleged violation of any duty arising out of or related to membership in KFHP, including any claim for medical or hospital malpractice (a claim that medical services were unnecessary or unauthorized or were improperly, negligently, or incompetently rendered), for premises liability, or relating to the coverage for, or delivery of, services or items, irrespective of legal theory, must be decided by binding arbitration under California law and not by lawsuit or resort to court process, except as applicable law provides for judicial review of arbitration proceedings. I agree to give up our right to a jury trial and accept the use of binding arbitration. I understand that the full arbitration provision is contained in the Evidence of Coverage.

*Disputes arising from the following fully-insured Kaiser Permanente Insurance Company coverages are not subject to binding arbitration: 1) the Preferred Provider Organization (PPO) and the Out-of-Network portion of the Point-of-Service (POS) plans; 2) Preferred Provider Organization (PPO) plans; 3) Out-of-Area Indemnity (OOA) plans; and 4) KPIC Dental plans.

By enrolling in a Kaiser Permanente plan, I understand that this action will serve as my electronic signature of agreement to the conditions provided in **Kaiser Foundation Health Plan Arbitration Agreement** (above) and that by law this electronic signature will have the same effect as a signature on a paper form.

Note: If you do not wish to accept the arbitration agreement above you must make a new Health Plan selection.

Go Back Submit

Enrollment Completion

- Your elections have been submitted and are subject to approval and final processing by SFHSS.
- Click the **printer icon** to print a summary of the benefit elections for your records. You will not be able to print the election summary after you exit this session.

Dependents Required Responses Elect Benefits Review & Submit Confirmation


Enrollment Completion

If you would like to go back and make changes, click the "Modify Elections" button.

Modify Elections

Enrollment Completion

Your elections have been submitted and are subject to approval and final processing by SFHSS. Click the printer icon to print a summary of the benefit elections you have just made for your records. You will not be able to print the election summary after you exit this session.

 Click here to print

For life event changes, your application will not be processed until SFHSS receives supporting documentation as outlined below. If you did not already submit the correct documentation, please do so now:

Spouse: Certified Marriage Certificate
 Domestic Partner: Domestic Partner Certification
 Child: Birth Certificate, Adoption Certificate, Court Order
 Divorce, Separation, Annulment, Dissolution of Partnership: Legal Documentation
 Loss of other Coverage: Proof of coverage loss stating who lost coverage and when
 Obtained other Coverage: Proof of coverage stating who acquired coverage and when
 Death of Dependent: Death Certificate

Please upload your supporting documentation by clicking the button below. If you would prefer, you may fax to (628) 652-4701. Benefit elections will be revised if documentation for dependents is not submitted or dependents are not eligible.

Upload Documents

You can exit your online benefits enrollment by clicking the Exit button or on 'Sign Out' in the top right-hand corner.

Exit

- **Remember:** Life event changes will not be processed until we receive your supporting documentation. If you did not submit the correct documentation, click the **Upload Documentation** button.
- The alert will still appear until SFHSS has finalized your enrollment.
- You can exit your online benefits enrollment by clicking **Exit** or **Sign Out**
-

Voluntary Benefits

City of San Francisco employees and Superior Court employees who would like to enroll in voluntary benefits, start by visiting sfhss.org/voluntary-benefits for a complete list of benefits. To enroll, contact **Workterra** at **(888) 392-7597** or access the Workterra tile from myapps.sfgov.org

The screenshot shows a web interface titled "Enroll in Benefits". At the top, a progress bar consists of five green dots connected by a line, with labels below each dot: "Dependents", "Required Responses", "Elect Benefits", "Review & Submit", and "Confirmation". Below the progress bar, on the left, are two dark blue buttons: "Enrollment Completion" and "Voluntary Benefits", with the latter being highlighted. The main content area is titled "Voluntary Benefits" and contains the following text: "Employees of the City and County of San Francisco and the Superior Court have the option of enrolling in voluntary benefits. Contact WORKTERRA at (866) 528-5360 or enroll online. To access the WORKTERRA application, go to <https://myapps.sfgov.org> and click on the WORKTERRA tile where you can self-enroll, dis-enroll, or confirm any existing elections. Thank you for using self-service benefits. You can exit your online benefits enrollment by clicking the Exit button or on 'Sign Out' in the top right-hand corner." A dark blue "Exit" button is located in the bottom right corner of the content area.

Contact Us

Our phone hours are Monday, Tuesday, Wednesday and Friday from 9am to 12pm and 1pm to 5pm and on Thursdays from 10am to 12pm and 1pm to 5pm at **(628) 652-4700**. Our fax number is **(628) 652-4701**.