



San Francisco Health Service System – FAQs

Blue Shield of California is negotiating in good faith with University of California (UC) Health and hopes to reach an agreement that ensures members continue to have access to UC Health hospitals and providers at reasonable cost and reimbursement rates that are sustainably affordable.

Members can continue to access UC Health through July 9, 2025, under the existing agreement. However, should UC Health leave Blue Shield's network, the nonprofit health plan will ensure a smooth transition for our members to in-network participating providers, hospitals or medical facilities in their area.

Plan-specific information

If an agreement is not reached, SFHSS members who are insured by the following Blue Shield of California plans and who receive their care through the UC Health System may be impacted.

Access+ HMO

- If Primary Care Provider (PCP) is in Hill Physicians Group, visits to UCSF Medical Group and UCSF Bay Children's Physicians/UCSF Benioff Children's Physicians (both PCPs and specialists) will remain in-network.
- If Specialist is in Hills Physicians Group, visits to UCSF Medical Group and UCSF Bay Children's Physicians/UCSF Benioff Children's Physicians (both PCPs and specialists) will remain in-network. However, referrals to UCSF specialists and hospitals may be impacted and could be considered out-of-network starting July 10, 2025.
- If an agreement has not been reached, starting July 10, 2025, most services at UCSF Medical Center and UCSF Benioff Children's Hospitals in Oakland and San Francisco will be deemed out-of-network by Blue Shield. Any procedure scheduled to take place starting July 10, 2025, or later may need to be transitioned to another facility in the Hill Physicians network such as Saint Francis, Saint Mary's, Chinese Hospital, or other Hill Physicians contracted facility.

Trio HMO

- If PCP is in Hill Physicians Group, visits to UCSF Medical Group and UCSF Bay Children's Physicians/UCSF Benioff Children's Physicians (both PCPs and specialists) will remain in-network.
- If Specialist is in Hill Physicians Group, visits to UCSF Medical Group and UCSF Bay Children's Physicians/UCSF Benioff Children's Physicians (both PCPs and specialists) will remain in-network. However, referrals to UCSF specialists and hospitals may be impacted and could be considered out-of-network starting July 10, 2025.
- If an agreement has not been reached, starting July 10, 2025, most services at UCSF Medical Center and UCSF Benioff Children's Hospitals in Oakland and San Francisco will be deemed out-of-network by Blue Shield. Any procedure scheduled to take place starting July 10, 2025, or later may need to be transitioned to another facility in the Hill Physicians network such as Saint Francis, Saint Mary's, Chinese Hospital, or other Hills Physicians contracted facility.

PPO

- Members may see their current UC provider until July 9, 2025. Starting July 10, 2025, members may need to pay out-of-network rates to see their doctor if an agreement has not been reached.
- Members may see their current UC Specialist provider until July 9, 2025. Starting July 10, 2025, members may need to pay out-of-network rates to see their doctor if an agreement has not been reached.
- Members may continue with their procedure at a UCSF facility until July 9, 2025. Starting July 10, 2025, members may need to pay out-of-network rates to see their doctor if an agreement has not been reached.

Medicare PPO

- Group Medicare Advantage PPO members have the flexibility to receive services from any Medicare-eligible provider who accepts Medicare and is willing to treat them under the terms of their plan. Providers do not need to be part of a contracted network. However, to ensure continued, uninterrupted access to care, we recommend using a facility that has confirmed their willingness to accept our plan.

- If any member faces difficulties with accessing providers, please call the Medicare Concierge Services number on the back of your ID card.

Q: How is Blue Shield working with providers and members in the San Francisco Bay Area to minimize the disruption?

A: Blue Shield of California HMO members in both Trio and Access+ who have access to UCSF primary care physicians through non-University of California medical groups, such as Hill Physicians, will remain with their primary care physician. However, referrals to UCSF specialists and hospitals may be impacted and could be considered out-of-network. We recommend members speak with their primary care physician to confirm referral status to in-network specialists and hospitals within Blue Shield of California's network for services after July 9, 2025. Alternatively, the request for Continuity of Care (COC) from Blue Shield is available by calling the number on the member ID card.

UCSF Medical Center and UCSF Benioff Children's Hospitals in San Francisco and Oakland will be out-of-network for most hospital services. It is important to note that St. Francis and St. Mary's will remain in-network and are not impacted by this termination.

Q: How will the One Medical contract affect HMO, PPO, and Medicare PPO members?

PPO - The PPO One Medical Group agreement will terminate effective July 10, 2025, consistent with the UCSF termination.

HMO - For the HMO product, One Medical Group in the greater San Francisco Bay Area is contracted through Independent Practice Association and Medical Group (IPA/MG) agreements that are not impacted by the UC termination.

Medicare PPO - Medicare Advantage plans allow members to see any Medicare certified provider and therefore may continue their care with their current provider/doctor. Members can call the number on the back of their member ID card to verify their health plan coverage (eligibility) and what is covered (benefits).

Q: What should members do if their UC providers cancel appointments with them due to a possible termination?

A: Members can call the Customer Service number on the back of their member ID card for assistance.

Q: Is there a process for current patients to establish Continuity of Care (CoC)? Is there a form or hotline for them to call?

A: Our [Continuity of Care page](#) has information and the form Members or care givers need to submit. Members can also call the Customer Service phone number on their ID card. Continuity of Care is NOT automatic; the member, or the member's provider acting on their behalf, must initiate a COC request so that Blue Shield's Utilization Management team can review the request.

Facilities information

Q: Which UC Health hospitals in the Bay Area will no longer be in Blue Shield's network?

- UC Davis Medical Center
- UCSF Benioff Children's Hospital
- UCSF Medical Center (including hospitals below)
- UCSF Mission Bay
- UCSF Mt. Zion

Q: What are the UC hospital alternatives that will be in-network for Blue Shield?

UCSF - Alternate Hospitals

- California Pacific Medical Center Van Ness
- St. Francis Medical Center
- St. Mary Medical Center
- Lucile Salter Packard Children's Hospital
- Stanford Medical Center
- Seton Med Ctr
- Alta Bates Summit Med Ctr (Alta Bates & Summit)
- Highland Hospital
- Mills-Peninsula Medical Center

BENIOFF CHILDREN'S HOSPITAL - Alternate Hospitals

- Lucile Salter Packard Children's Hospital
- John Muir Med Ctr - Walnut Creek

UC DAVIS - Alternate Hospitals

- Mercy General Hospital
- Mercy Hospital of Folsom
- Sutter Davis Hospital
- Methodist Hospital of Sacramento
- Mercy San Juan Medical Center
- Shiners Hospital for Children of Northern California
- Woodland Memorial
- Sutter Medical Center - Sacramento

Q: Hill Physicians admits patients to facilities in San Francisco, including Chinese Hospital, St. Francis, and St. Mary. UC Health owns St. Francis and St. Mary. Does that mean members in San Francisco can only go to Chinese Hospital at this time if they remain with Hill Physicians?

A: St. Francis and St. Mary hospitals will remain in network and are not part of the UC Health termination.

Visit our [News Center](#) for updated information about the negotiations and FAQs.