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May 15, 2025

Bernadette Gates
CalAIM Director

[REDACTED]
San Francisco, CA. 94110

RE: EPIC Enhancement Implementation Project Incentive Payment Program Award Letter

Dear Bernadette Gates:

On behalf of San Francisco Health Plan, I'm pleased to inform you that San Francisco Department of Public Health (SFDPH) has been approved for a CalAIM Incentive Payment Program (IPP) grant in the amount of \$6,000,000. The purpose of this grant is to support the implementation and expansion of Community Supports services for San Francisco Health Plan members. Specifically, grant funds are to be used to complete the activities outlined in your IPP grant application and to achieve the objectives listed below:

Objective 1: By December 1, 2026, SFDPH Community Supports programs will maintain continuity of services – including referrals, invoicing, documentation, reporting and care coordination through the EPIC system by securing and utilizing one-time licensing funding for SFHP.

Objective 2: By December 1, 2026, SFDPH ECM programs will maintain continuity of services—including referrals, invoicing, documentation, reporting, and care coordination through the Epic system by securing and utilizing one-time licensing funding from SFHP.

Objective 3: By June 2026, clients enrolled in SFDPH ECM programs will demonstrate a 5% increase in utilization of BHS services due to closed-loop referral and enhanced care coordination abilities. This utilization will be measured by an increase in the number of completed (i.e. excludes no-show) appointments. The utilization of outpatient treatment programs will result in a reduction in average ED and Psych ED visits/month for patients enrolled in ECM

The IPP agreement, which will be sent separately, outlines the responsibilities and expectations of this grant. Once received, please sign the agreement and return it within ten business days of receipt. After we receive the signed agreement, SFHP will disburse the payment of 6,000,000 within 10 business days.

The progress report is due on or before January 31, 2026. The final report is due no later than July 1, 2026. The report templates are attached for your reference.

San Francisco Health Plan is grateful for all you do to support our members, and we look forward to partnering with you during the coming year.

Sincerely,
Fernando Rico
ECM / Community Supports Senior Manager