



San Francisco HSS:

Trio Update

May 2018
Board Meeting

January 11, 2018

Trio 2018

- ~14,000 Trio Members Enrolled 1/1/18. Lower than expectation by 3,000 members.
- ~ \$13M Savings for 2018 (\$78/member/month)
- Savings will be compounded annually because of lower Trio trends. We will need to focus on maintaining and increasing Trio enrollment
- ~100 Appeals of which ~30 were granted. Well below expected.
- Brown&Toland Redirection = Success without member complaints or disruption to date
- SFHSS Customer Service and Shield Concierge experienced low levels of inquiries and issues as a result of strong planning and collaboration
- Sutter Ambulatory Service Centers and Hospitals were successfully added, complementing the Trio network and improving member access to care
- Next Steps: Open Enrollment and strategies to increase new hire enrollment



Thank you

