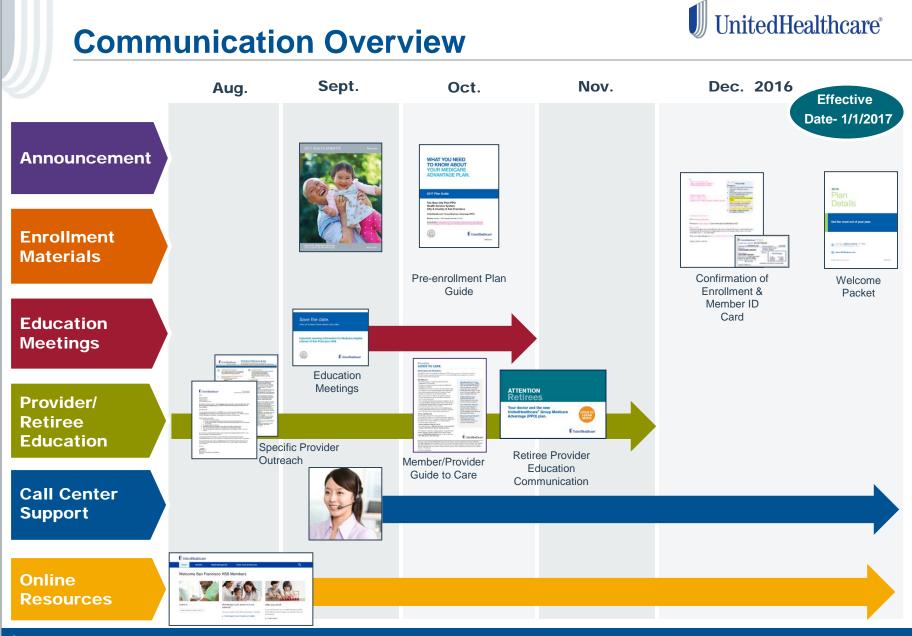


Health Service System City & County of San Francisco

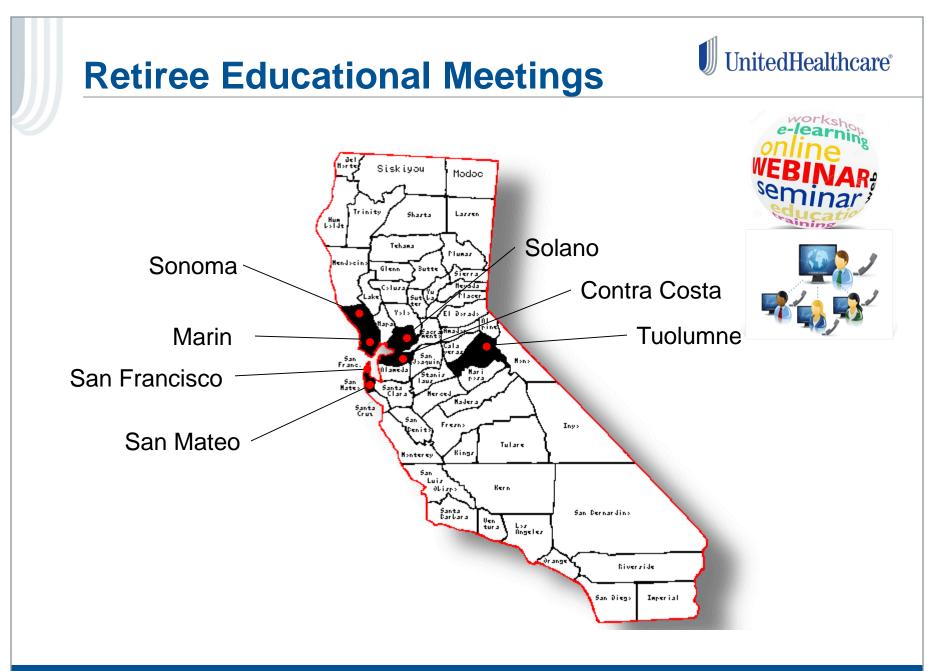
Status of New City Plan Implementation August 11, 2016





Educational Meetings

- UnitedHealthcare®
- UHC and Kaiser are partnering and coordinating to host 18 in-person educational meetings and 5 teleconferences to help retirees learn about their plan options and to get their questions answered
- Mid-September: All Medicare eligible retirees and those who will be aging into Medicare will receive a meeting invitation with the dates/times for all available meetings
- Retirees will call a dedicated SFHSS retiree reservation line to RSVP for a meeting
 - Note: Reservation line is managed by UHC and will have non-plan specific messaging
- Meeting attendance is tracked to ensure adequate seating is available and to handle any special accommodation requests
- Meeting Summary on attendance, questions and concerns will be reported to the Board



September 27th - October 28th San Francisco HSS Educational Meetings

UnitedHealthcare®

 Sep 201 	<u>I (</u>		~ Sept 2016 ~			<u>Nov 2016 I</u>
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27 San Francisco	28 Oakland	29 Sonoma	30	
		10-12	10-12	10-12		
		2-4		2-4		
		San Francisco Public Library		Flamingo Conference Resort		
			Oakland Airport	and Spa		
	16		~ October 2016 ~			Nov 2016
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
	3 San Francisco	4	5	6	7	8
	10-12					
	2-4		10:00-1:00		2:00-8:00	
	Omni San Francisco Hotel		DPW Health Fair		USD Health Fair	
	10 San Francisco	11	12	13	14	15
		Hetch Hetchy				-
	10-12		10:30-2:30	11:00-3:00		
	2-4	11-1	RECCSF Health Fair	SFO Health Fair		
	South San Francisco	Hetch Hetchy - Moccasin Admin				
	Confrence Center	Bldg				
	17 San Mateo	18	19 Marin	20 Contra Costa	21 Solano	
	10-12	9:00-4:30	10-12	10-12	10-12	
	2-4	City Hall Health Fair		2-4		
	San Mateo Marriott as SFO		Embassay Suites by Hilton	Embassy Suites by Hilton	Club House at Rancho Solano	
			San Rafael	Walnut Creek	TELECON 12:15-1:45pm	
	TELECON 4:30-6pm	TELECON 5-6:30pm	TELECON 8-9:30am	TELECON 8:15-9:45am		
	24	25	26	27	28	
	Vendor Week	Vendor Week	Vendor Week	Vendor Week	Vendor Week	
	8:00-5:00	8:00-5:00	8:00-5:00	8:00-5:00	8:00-5:00	
0	31					

5

UHC Support for HSS

- UHC to create and maintain a SFHSS-specific database of Q&As to assist HSS Benefits Analysts in responding consistently to retiree questions
- UHC Service Account Manager (SAM) will provide onsite support at HSS office during first week in January, or more as needed

UnitedHealthcare

- SAMs are available 8am to 5pm PST Monday through Friday starting September 1 via special SAM email box
- For questions referred to a SAM, we commit to responding to HSS and/or the retiree with a confirmation of receipt and status within 24 hours
- UHC will provide reporting to HSS at least twice a week and a Summary of these reports will be shared with the Board

Escalated Retiree Questions



- Retirees can call Customer Service to get most if not all of their questions answered starting September 6th
- HSS Benefits Analysts will refer specific retiree questions to UHC SAM via a designated email box for handling
 - UHC SAM owns the questions and works with the appropriate internal teams and/or providers on behalf of HSS to respond to all member questions
 - New for 2017: UHC/HSS implemented a standardized template for reporting member questions via email
 - Hard copies of this template will be available at education meetings
 as well
 - The lead SAM will maintain a log for tracking and reporting
 - 24 hour turnaround to acknowledge receipt of questions and provide status
 - Monthly Summary of Q & As will be reported to the Board

Expected Questions

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Is my provider accepting the plan?

- Review name, location and phone number of the provider(s)
- Determine if they are already accepting the plan.
- If they are not already accepting the plan then perform outreach to explain how to accept the plan.
- Call member to explain the outcome of the research.

Are my prescriptions covered?

- Compare the list of prescriptions to the formulary and bonus drug list.
- Call member to describe coverage.
- Engage in any additional discussions about alternatives, mail order, the pharmacy saver program, etc.

All retiree interactions will be documented to HSS as open or closed twice a week.

Q&A developed from the types of questions asked and answered during this process.

Appendix – Question Template



General Information		
Employer Group Name: San Francisco Health Service S	Additional Comments:	
Member/Retiree Name:		
Member ID Number (if applicable):		
Member Date of Birth:		
Callback Number:		
Preferred Callback Time (ex: afternoor evening etc):		
Inquiry Information		
Is the question provider related? Please provide the names, locations and phone numbers of the providers in question.		
Is the question about coverage for prescription drugs? Please provide the names of the drugs in question.		

Appendix

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Inquiry Information – Post-enrollment					
Is the question about a claim or authorization for medical ? Please provide a brief description including provider and date of service.					
Is the question about a claim or authorization for prescriptions ? Please provide a brief description including provider and date of service.					
If the question is none of the above, please provide a short description here.					