



# HEALTH SERVICE BOARD

## CITY & COUNTY OF SAN FRANCISCO

**Stephen Follansbee, M.D.**  
President

**Chris Canning**  
Vice President

**Connie Chan**  
Supervisor (District 1)  
Commissioner

**Karen Breslin**  
Commissioner

**Mary Hao**  
Commissioner

**Randy Scott**  
Commissioner

**Claire Zvanski**  
Commissioner

**Abbie Yant, MA, RN**  
Executive Director  
Health Service System

**Holly Lopez**  
Executive Secretary

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<http://www.sfhss.org/>

### HEALTH SERVICE BOARD

### REGULAR MEETING MINUTES-DRAFT

Thursday, April 14, 2022, 1:00pm  
City Hall, Room 408  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94103

and

VIRTUAL PRESENTATION BY SFGOV TV and Webex

## Remote Meeting Access

**Watch** at 1:00 pm on March 10, 2022 (via [SFGovTV schedule](#))

**Click the link to join the meeting** - <https://bit.ly/3Hqd5vb>

**Public Comment Call-In:** 415-655-0001 / **Access Code:** 2484 074 0933

### Providing Public Comment:

1. Dial **415-655-0001** and then enter access code **2484 230 6521** then #
2. **Press #** again to enter the meeting as an ATTENDEE
3. You will hear a beep when you join the meeting as a participant.
  - a. Stop and LISTEN
  - b. Wait for Public Comment to be announced.
4. When Public Comment is called, dial \* then **3** to be added to the speaker line.
5. You will then hear “You have raised your hand to ask a question, please wait to speak until the host calls on you.” Callers will hear silence when waiting for their turn to speak.
6. To withdraw your question, press \* then **3**. – you will hear: “You have lowered your hand.”
7. When the system message says “Your line has been unmuted” - **THIS IS YOUR TIME TO SPEAK.**
8. When the President or Commission Secretary states “Welcome Caller,” you are encouraged to state your name clearly. As soon as you speak, you will have **3 minutes** to provide your comments.
9. Once your 3 minutes have expired, you will be moved out of the speaker line and back as a participant in the meeting. You will hear “Your line has been muted.”
10. Participants who wish to speak on other public comment periods can stay on the meeting line and listen for the next public comment opportunity.

### Best Practices when calling in for Public Comment:

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole, do not address individual Commissioners

### Written Public Comment

Persons unable to attend the meeting may submit written public comments regarding an agenda item. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. Written public comment expected to be part of the official record should be submitted to the Board email, [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org), and **received by 5 pm on Wednesday, March 9<sup>th</sup>** before the meeting. Members can also call 628-652-4646 with any questions.

All comments received by the deadline will be forwarded to Board members, summarized and read aloud by the Board Secretary during the specific agenda item, and included in the meeting minutes. In the body of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

The Health Service Board Finance Committee meeting recording is available on [March 10, 2022, HSB Regular meeting webpage](#), and visit the [SFGovTV webpage](#) for a full record of Regular Board meeting archives.

1. **CALL TO ORDER:** ~1:10 pm

2. **ROLL CALL:**

President Stephen Follansbee, M.D- Remote, arrived at 2:02 pm  
Vice President Chris Canning- Excused  
Commissioner Karen Breslin- Present  
Supervisor Connie Chan- Present  
Commissioner Mary Hao- Present  
Commissioner Randy Scott- Present  
Commissioner Claire Zvanski- Present

President Follansbee participated remotely and passed Chair privileges to Commission Breslin to Chair the meeting in person.

3. **RESOLUTION ALLOWING TELECONFERENCED MEETINGS UNDER CALIFORNIA GOVERNMENT CODE SECTION 54953(e): (Action)**

The Health Service Board Resolution Allowing Teleconferencing Meetings is available on the SFHSS webpage <https://bit.ly/37UWYd8>

The Health Service Board considered the passage of a resolution that would give it, and all of its subcommittees, authority to hold public meetings while complying with teleconferencing rules and makes findings every 30 days to meet California Government Code Section 54953(e).

Commissioner Scott moved to adopt the resolution as read and distributed. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None

VOTE:

Aye: Breslin, Supervisor Chan, Hao, Scott, Zvanski

Noes:

Absent: Canning

Absent for Vote: Follansbee

**ACTION: The Health Service Board unanimously approved the Resolution Allowing Teleconference Meetings Under California Government Code Section 54953(e).**

4. **APPROVAL (with possible modifications) OF THE MINUTES OF THE MEETINGS SET FORTH BELOW: (Action)**

The Health Service Board meeting minutes are available on the SFHSS webpages <https://bit.ly/3iaYFoL>, <https://bit.ly/3tgo2M9>, and <https://bit.ly/3qaFVKu>

Commissioner Scott moved to approve February 9, 2022, HSB Finance and Budget Committee Minutes, February 10, 2022, HSB Regular Meeting Minutes, and February 16, 2022, HSB Governance Committee Meeting Minutes as distributed. Commissioner Hao seconded the motion.

PUBLIC COMMENT: None

VOTE:

Aye: Breslin, Supervisor Chan, Hao, Scott, Zvanski

Noes:

Absent: Canning

Absent for Vote: Follansbee

**ACTION: The Health Service Board unanimously approved February 9, 2022, HSB Finance and Budget Committee Minutes, February 10, 2022, HSB Regular Meeting Minutes, and February 16, 2022, HSB Governance Committee Meeting Minutes.**

**5. GENERAL PUBLIC COMMENT – An opportunity for members of the public to comment on any matter within the Board’s jurisdiction that is not on the agenda, including requesting that the Board place a matter on a future agenda.**

PUBLIC COMMENT: None

**6. PRESIDENT’S REPORT: (Discussion)**

President Follansbee did not present a written or verbal report this month.

PUBLIC COMMENT: None

**7. DIRECTOR’S REPORT: (Discussion)**

The Director’s Report is available on the SFHSS webpage <https://bit.ly/34Q429M>

SFHSS Executive Director, Abbie Yant presented the following items:

- Strategic Plan
- COVID-19 Updates
- COVID-19 Test Availability and Home Test Kits
- Celebrations
- Racial Equity Action Planning
- Black-Out Period Notice
- Rates and Benefits Calendar
- Healthcare Workforce Wage Statistics
- Follow-ups to Public Comment
- Availability of Silver Sneakers Programs
- Public Safety Mental Health and Substance Use Disorder Treatment
- Division Reports
  - Personnel
  - Operations
    - Enterprise Systems and Analytics (ESA)
    - Communications
- Finance and Budget
  - Contracts
- Well-Being

No discussion.

**PUBLIC COMMENT:**

Anonymous: Called to see if the public comment line working. No specific public comment.

**8. SFHSS FINANCIAL REPORT AS OF JANUARY 31, 2022: (Discussion)**

The SFHSS Financial Reporting as of January 31, 2022, Memo and Presentation are available on the SFHSS webpages <https://bit.ly/3JeWQTV> and <https://bit.ly/3KVODnt>

Iftikhar Hussain, SFHSS Chief Financial Officer presented the following items:

- SFHSS Financial Report Highlights
  - Employee Benefit Trust Fund
  - Health Sustainability Fund
  - General Fund Administrative Budget

Commissioner Scott asked for clarity on the Divisional Reports from the Director's Report and wondered if the paperwork is being prepared for the audit. Iftikhar Hussain confirmed the responses for the internal controls questionnaire for the Controller's audit have been prepared and the next step will be to provide supporting documents for select transactions.

**PUBLIC COMMENT:** None

**RATES AND BENEFITS**

**9. PRESENTATION ON THE 2022 RATES AND BENEFITS CALENDAR FOR THE PLAN YEAR 2023 (Discussion)**

The Rates and Benefits Calendar Schedule for Plan Year 2023 is available on the SFHSS webpage <https://bit.ly/3wffeYI>

**STRATEGIC GOAL:** Affordable and Sustainable

This item was addressed in the Director's Report so no discussion. Public comment was needed.

**PUBLIC COMMENT:** None

**10. REVIEW AND APPROVE 10-COUNTY SURVEY RESULTS: (Action)**

The 10-County Survey Results and Presentation are available on the SFHSS webpages <https://bit.ly/3MTwhFL> and <https://bit.ly/3tiKvbi>

**STRATEGIC GOAL:** Affordable and Sustainable

Iftikhar Hussain, SFHSS Chief Financial Officer presented the following items:

- 10-County Survey Results Recommendation
- 10-County Amount-County Specific Inputs

The 10-County Survey Results are used to inform the Board of the City's contribution obligation for health plan coverage where the 10-County amount is a component of employer contribution determination under the City Charter.

Discussion: None

Commissioner Scott moved to approve the annual 10-County Survey Results. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None

VOTE:

Aye: Breslin, Supervisor Chan, Hao, Scott, Zvanski

Noes:

Absent: Canning

Absent for Vote: Follansbee

**ACTION: The Health Service Board unanimously approved the 10-County Survey Results.**

**11. REVIEW BLUE SHIELD OF CALIFORNIA FLEX-FUNDED NON-MEDICARE HMO PLANS 2021 CLAIMS AND UTILIZATION EXPERIENCE AND APPROVE THE USE OF ONE-THIRD OF THE STABILIZATION RESERVE SURPLUS AS OF DECEMBER 31, 2021: (Action)**

Blue Shield of California Flex-Funded Non-Medicare HMO Plans 2021 Claim and Utilization Experience and approve the use of one-third of the Stabilization Reserve surplus as of December 31<sup>st</sup>, 2021, presentation is available on the SFHSS webpage <https://bit.ly/3CRplii>

STRATEGIC GOAL: Affordable and Sustainable

Mike Clarke, Aon presented the following items:

- Agenda
- Today's Recommendation
- Financial Experience Results Overview
  - Introduction
  - Key Observations Summary-Total Expenses Verse Premiums Collected
  - Key Observations Summary-Plan Expenses
  - 2021 versus 2020-Toal Actual Dollar Basis
  - 2021 versus 2020-Per Employee-Retiree Per Month (PERM) Basis
  - 2021 Plan Year – Active Employee/Early Retiree Experience Splits
- Key Cost and Utilization Drivers
  - High-Cost Claimants (individuals exceeding \$500,000 claims in 2021)
  - All Claimants (Incurred Data Through June 2021)
  - Preventive Care Utilization Rates (Incurred Data Through June 2021)
- BSC HMO Plans December 31, 2021 Rate Stabilization Fund Recommendation
  - SFHSS Health Plan Reserves Background
  - Today's Discussion—BSC HMO Plans Rate Stabilization Fund
  - Recent BSC HMO Plans Rate Stabilization Actions
  - BSC HMO Plans 2021 Plan Year Reconciliation

Today's Recommended Approval Actions:

In congruence with the Stabilization Fund Policy, staff recommends the approval of the use of one third of the BSC HMO Plans Rate Stabilization Reserve Surplus (as of December 31, 2021) in the amount of \$6,592,000 (or one-third of \$19,775,000) be applied towards buy-down of rates across

all rating tiers for the BSC HMO (ACCESS+ and Trio) plans for plan year 2023, and apply proportionately between active employees and early retirees.

Discussion:

Commissioner Scott asked, knowing there was suppression in medical service utilization in 2020 due to the pandemic, if there any trends to indicate costs and services are returning to pre-pandemic levels. Mike Clarke said Aon is tracking trends closely overall, and there was some acceleration of costs due to Omicron variant and care related to that at the end of 2021 and beginning of 2022. Mike Clarke said there is evidence of return to care overall, though there are instances where it may be difficult for members to secure timely care appointments for certain services, such as elective orthopedic surgeries.

Commissioner Hao moved to approve use of one-third of the Stabilization Reserve surplus as of December 31<sup>st</sup>, 2021 to be applied toward Flex-Funded Non-Medicare HOM Plans for 2023. Commissioner Scott seconded the motion.

PUBLIC COMMENT: None

VOTE:

Aye: Breslin, Supervisor Chan, Follansbee, Hao, Scott, Zvanski

Noes:

Absent: Canning

**ACTION: The Health Service Board unanimously approved use of one-third of the Stabilization Reserve surplus or \$6,592,000 (or one-third of \$19,775,000) as of December 31<sup>st</sup>, 2021, to be applied toward Flex-Funded Non-Medicare HMO (ACCESS+ and Trio) Plans for 2023.**

**12. REVIEW DELTA DENTAL OF CALIFORNIA (DELTA DENTAL) SELF-FUNDED ACTIVE EMPLOYEE PPO PLAN 2021 CLAIMS & UTILIZATION EXPERIENCE AND APPROVE ONE-TIME SUSPENSION OF THE STABILIZATION POLICY AND APPROVE THE USE OF ONE-HALF OF THE STABILIZATION RESERVE SURPLUS AS OF DECEMBER 31, 2021: (Action)**

The Delta Dental of California (Delta Dental) Self-Funded Active Employee PPO 2021 Claims and Utilization Experience and December 31, 2021 Rate Stabilization Fund presentation is available on the SFHSS webpage at <https://bit.ly/367o0xa>

STRATEGIC GOAL: Affordable and Sustainable

Mike Clarke, Aon presented the following items:

- Delta Dental Active Employee PPO Plan- Rate Stabilization Reserve — Recommendation
- Rate Stabilization Reserve — Introduction
- Rate Stabilization Reserve — Recommendation Summary
- 2021 Claim/Fee Experience Summary
- Plan Design Variation by Type of Dentist Utilized
- Impact of Historical Experience on Rate Stabilization Reserve
- Rate Stabilization Reserve—Reconciliation Calculation\*
- Rate Stabilization Reserve — Calculation Detail

Today's Recommended Approval Actions:

Having reviewed the Delta Dental of California (Delta Dental) Self-Funded Active Employee PPO Plan 2021 Claims & Utilization Experience staff recommends the approval of a One-Time Suspension of the Stabilization Policy and Approve the Use of One-Half of the Stabilization Reserve Surplus or \$5,309,000 (one-half of \$10,618,000) as of December 31, 2021, to be applied towards buy-down across all rating tiers for the Delta Dental active employee PPO plan for plan year 2023.

Discussion:

Commissioner Breslin requested for the next Health Service Board meeting that Delta Dental consider adoption of assignment of benefits for out-of-network providers for active and retiree PPO plans. Commissioner Breslin recalled for the Retiree PPO plan the increase several years ago in deductible for Premier and Non-Contracted dentists from \$50 to \$75, and asked for clarification of what additional benefits the deductible increase offered Retiree PPO members as there was not a recollection of decrease of premiums for that deductible change. Executive Director Yant acknowledged Commissioner Breslin's request for clarification and said next month's agenda item for Retiree 2023 Dental Rates and Contributions will address Retiree PPO dental plan recommendations for the 2023 plan year.

Commissioner Hao moved to approve the one-time suspension of the stabilization policy and approve the use of one-half the stabilization reserve surplus as of December 31<sup>st</sup>, 2021 for the Delta Dental active PPO plan. Commissioner Scott seconded the motion.

PUBLIC COMMENT: None

VOTE:

Aye: Breslin, Supervisor Chan, Follansbee, Hao, Scott, Zvanski

Noes:

Absent: Canning

**ACTION: The Health Service Board unanimously approved a one-time suspension of the stabilization policy and approved use of one-half the stabilization reserve surplus or \$5,309,000 (one-half of \$10,618,000) as of December 31, 2021, to be applied to Delta Dental active employee PPO plans for 2023.**

**GOVERNANCE COMMITTEE MATTERS**

The Committee Chair will give a brief update on matters discussed and/or recommendations made in this committee. The items presented in the governance meetings ensure that the Commission is following the Governance guidelines and processes that are required by the Health Service Broad Governance Policies.

**13. APPROVAL OF THE 2021 BOARD EDUCATION REPORT AND EDUCATION PLAN FOR 2022**  
**DRAFT: (Action)**

The 2021 Board Education Report and Education Plan for 2022 and presentation are available on the SFHSS webpage <https://bit.ly/3D8kChz> and <https://bit.ly/3D5dZwu>



Commissioner Scott said the Governance Committee reviewed these documents and asked Holly Lopez, Board Secretary to present the 2021 Board Education Report overview.

- Education Experience Offered in 2021 and Self-study Education Hours in 2021
- Education Plan for 2022-Topics and Future Education Plan 2023-2025

Commissioner Scott stated that although the 2022 topics have been identified, more topics may emerge through Strategic Planning process and as the strategic plan is defined the 2023-2025 Education can be developed.

Commissioner Hao moved to approve the 2021 Board Education Report and Education Plan for PY 2022. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None

VOTE:

Aye: Breslin, Supervisor Chan, Follansbee, Hao, Scott, Zvanski

Noes:

Absent: Canning

**ACTION: The Health Service Board unanimously approved the 2021 Board Education Report and Education Plan for 2022.**

#### **14. APPROVAL OF THE 2021 ANNUAL BOARD SELF-EVALUATION REPORT DRAFT: (Action)**

The 2021 Annual Board Self-Evaluation Report Draft and presentation is available on the SFHSS webpages <https://bit.ly/3JzGHbf> and <https://bit.ly/3JR11p3>

Commissioner Scott said the Governance Committee reviewed these documents. Holly Lopez, Board Secretary to present the 2021 Annual Board Self-Evaluation Report Highlights.

- Process and Self-Evaluation Areas
- Executive Summary Highlights

Commissioner Scott stated the full report showed progress year over year and the one action item is set to review current evaluation to decide whether to modify, delete or add new questions.

Commissioner Zvanski moved to approve the 2021 Annual Board Self-Evaluation Report. Commissioner Breslin seconded the motion.

PUBLIC COMMENT: None

VOTE:

Aye: Breslin, Supervisor Chan, Follansbee, Hao, Scott, Zvanski

Noes:

Absent: Canning

**ACTION: The Health Service Board unanimously approved the 2021 Annual Board Self-Evaluation Report.**

**BREAK: 2:50pm-3:00pm**

**15. VOTE ON WHETHER TO HOLD CLOSED SESSION TO REVIEW AND APPROVE 2021 ANNUAL EMPLOYEE PERFORMANCE EVALUATION DRAFT REPORT: (Action)**

PUBLIC COMMENT ON ALL MATTERS PERTAINING TO THE CLOSED SESSION: None

VOTE:

Aye: Breslin, Supervisor Chan, Follansbee, Hao, Scott, Zvanski

Noes:

Absent: Canning

**ACTION: The Health Service Board unanimously approved to hold closed session to review and approve the 2021 annual employee performance evaluation draft report.**

**Technical difficulties prevented closed session from being performed in a compliant manner. Committee Chair Scott deferred agenda items 16, 17, and 18 to the next Regular Health Service Board meeting in April.**

**GOVERNMENT CODE SECTION 54957 (B)(1) AND SAN FRANCISCO ADMINISTRATIVE CODE 67.10(B): PUBLIC EMPLOYEE PERFORMANCE EVALUATION**

**16. REVIEW AND APPROVE 2021 ANNUAL EMPLOYEE PERFORMANCE EVALUATION DRAFT REPORT: (Action)-Tabled to April Health Service Board Meeting**

Presented by Holly Lopez, Board Secretary

RESOURCES: Employee Position: Executive Director, Name of Employee: Abbie Yant

DOCUMENTS ATTACHED: 2021 Annual Employee Performance Evaluation Draft Report

STAFF RECOMMENDATION: Approve Report Draft

**RECONVENE IN OPEN SESSION**

**17. POSSIBLE REPORT ON ACTION TAKEN IN CLOSED SESSION (Government Code Section 54957.1 and San Francisco Administrative Code Section 67.12(b) (Action): Tabled to April Health Service Board Meeting**

Presented by Committee Chair Scott

**18. VOTE TO ELECT WHETHER TO DISCLOSE ANY OR ALL DISCUSSION HELD IN CLOSED SESSION: (San Francisco Administrative Code Section 67.12(a)) (Action): Tabled to April Health Service Board Meeting**

Presented by Committee Chair Scott

**REGULAR BOARD MEETING MATTERS**

## **19. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES:**

### **(Discussion)**

No reports or updates from contracted health plan representatives. Public comment was not needed.

PUBLIC COMMENT: None

## **20. ADJOURNMENT:** 3:30 pm

**Health Service Board and Health Service System Web Site:** <http://www.sfhss.org>

### **Summary of Health Service Board Rules Regarding Public Comment**

1. A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
2. A member may comment on any matter within the Board's jurisdiction as designated on the agenda.
3. Members may submit their comments by email to [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org) by 5 pm the day before the meeting start time. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. All comments received by the deadline will be forwarded to Board members, summarized and read aloud by the Board Secretary during the specific agenda item, and included in the meeting minutes. In the subject line of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

### **Knowing Your Rights Under the Sunshine Ordinance**

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils, and other agencies of the City and County of San Francisco exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, visit the Sunshine Ordinance Task Force website at <http://www.sfgov.org/sunshine>.

### **Summary of Health Service Board Rules Regarding Cell Phones and Pagers**

The ringing and use of cell phones, pagers, and similar sound-producing electronic devices are prohibited at Health Service Board and committee meetings. The Chair of the meeting may order the removal of any person(s) in violation of this rule from the meeting room. The Chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule. The complete rules are outlined in Chapter 67A of the San Francisco Administrative Code.

### **Disability Access and Accommodation**

Regular Health Service Board meetings are held at City Hall, 1 Dr. Carlton B. Goodlett Place, in Hearing Room 416 at 1:00 PM on the second Thursday of each month. The closest accessible BART station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are #42 Downtown Loop and the #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro stations at Van Ness and Market and Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking in the vicinity of City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex. Accessible seating for persons with disabilities (including those using wheelchairs) will be available. To obtain a disability-related modification or accommodation, including auxiliary aids or services, to participate in the meeting, please contact Holly Lopez, 628-652-4646 at least 48 hours before the meeting, except for Monday meetings, for which the deadline is 4:00 pm the previous Friday.

### **Sensitivity to Chemical-based Products**

To assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity, or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals.

### **Location of Materials**

If any materials related to an item on this agenda have been distributed to the Health Service Board after distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Holly Lopez at 628-652-4646 or email [holly.lopez@sfgov.org](mailto:holly.lopez@sfgov.org). The following email has been established to contact all members of the Health Service Board: [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org). Health Service Board telephone number: 628-652-4646

## **Lobbyist Registration and Reporting Requirements**

Individuals and entities influencing or attempting to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; web site [www.sfgov.org/ethics](http://www.sfgov.org/ethics).