Open Enrollment, Health Fairs, and Flu Clinics for 2023 (Plan Year 2024)

September 14, 2023

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Agenda

- Open Enrollment Timeline
- What's New for 2024
- Overview Member Support During OE
- Upcoming System Updates
- Overview of Communications to Members
- Open Enrollment Webinars
- Health Fairs and Flu Clinics



SFHSS Rates and Benefits Milestones Benefit Plan Year 2024

First Quarter

- Review Lessons Learned
- Plan Year Starts January 1
- Health Plan Renewal Discussion
 Negotiation (January June)
- Health Service Board Rates & Benefits Meetings (January – June)
- OE Communications Planning & Procurement (February – March)
- 10-County Survey Approved (March)

Second Quarter

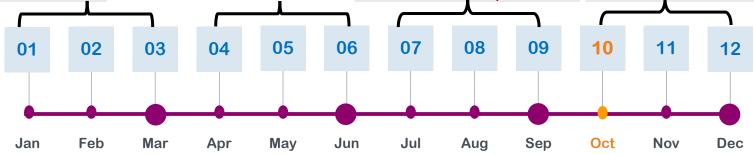
- Health Service Board Rates & Benefits Meetings (April – June)
- OE Communications Layout & Design (April – September)
- eBenefits Configuration Begins (May)
- Health Service Board Approves all Rates and Benefits June 8
- Rates & Benefits Packet Delivered to Board of Supervisors June 16

Third Quarter

- Board of Supervisors
 Approves Rates & Benefits July
 25
- System eBenefits Programming and Testing (July – September)
- Detailed Rates Calculations (July September)
- Vendor Renewal Confirmation Letters after BOS approvals (July)
- Staff Training (August September)
- OE Packets Mail September 25

Fourth Quarter

- eBenefits Open Enrollment Live (October)
- HSS & Vendor Webinars and Live Events (October)
- Data Entry & Validation (October November 11)
- Request Vendor Renewals for Plan Year 2025
- Eligibility Files to Vendors December 4
- Member Confirmation Statements December 7



Plan Year 2024 Highlights

Medical and Dental

- Blue Shield of California Trio HMO, Access+ HMO and PPO plans now offer additional support for moms and babies through the new *Mahmee* program, a pregnancy and post-partum care program. Blue Shield members will have no-cost access to a team of nurses, doulas, lactation consultants, and care coordinators will advocate for members during pregnancy, labor, and postpartum, assisting with birth plans, resources, and birthing techniques.
- Blue Shield of California Access+ HMO, Trio HMO, and PPO plan members can now receive up to a 90-day supply of maintenance medication at any Blue Shield network pharmacy through the Blue Shield "Rx90 Program". This program will save members from needing to travel to the pharmacy every month. Members will be responsible to pay one applicable payment for each 30-day supply dispensed.
- Kaiser Permanente members can get non-emergency care at a new Urgent Care Clinic in the Geary Medical Office Building located at 2238 Geary Blvd., San Francisco.
- Delta Dental's SmileWay Wellness benefits provides Delta Dental PPO members additional gum and teeth cleanings if members have any of the following conditions: Amyotrophic lateral sclerosis (ALS), cancer, chronic kidney disease, diabetes, heart disease, HIV/AIDS, Huntington's disease, joint replacement, Lupus, Opioid misuse and addiction, Parkinson's disease, Sjögren's syndrome, and/or stroke.

Flexible Spending Accounts

- Healthcare FSA maximum increased from \$2,850 to \$3,050
- Healthcare FSA carryover limit increased from \$570 to \$610
- Dependent Care FSA maximum remains at \$5,000/household

Upcoming System Updates



- Creation of a new Southern
 California Kaiser plan to reduce inter-regional transfer issues
- Update new Retiree Calculator with Plan Year 2024 rates.
- Comply with CMS requirements through protected submission of race/ethnicity data to carriers when voluntarily provided by Medicare members.
- Implementation of benefit administration for City College employees who can now access benefits with no employer subsidy.
- Implementation of new Salesforce workflows for external call center

Upcoming System Updates



- Implementation of new SQL
 Server solution for calculating
 ~4,100 detail rates
- Implementation of 2024 plan year changes
- Modification of program files to accommodate new Chosen Name display

Open Enrollment Communications



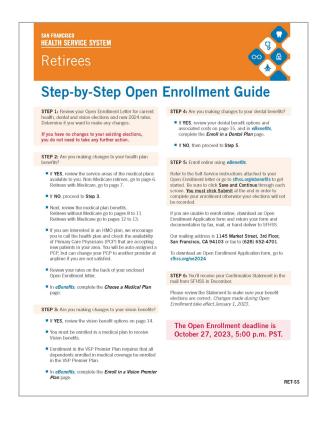
- 77,670 OE packets mailed
 - Active Packets Point to Digital Booklet
- 87 different OE letters with custom rates
- 3 different Legal Notices
- 2 KPMR flyers
- 2 Flu flyers
- 1 Retiree Booklet
- 1 Retiree Self-Service Instructions
- 4 Benefit Guides:
 - City & County of San Francisco, Superior Court, and MEA were combined this year
 - Retiree
 - San Francisco Unified School District
 - City College of San Francisco

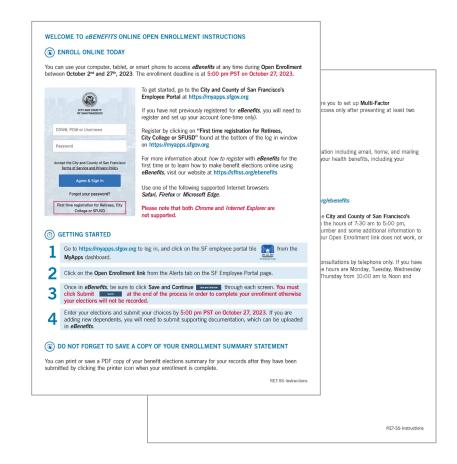
2024 Health Benefits Guides*



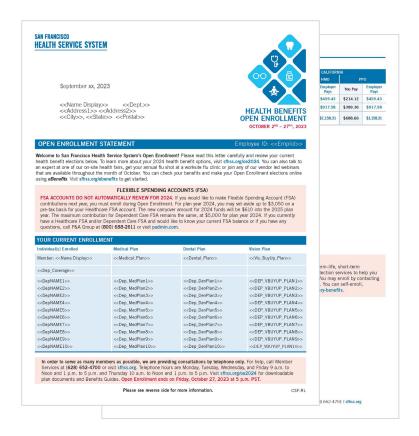
^{*}Court and MEA are consolidated to CSF Guide

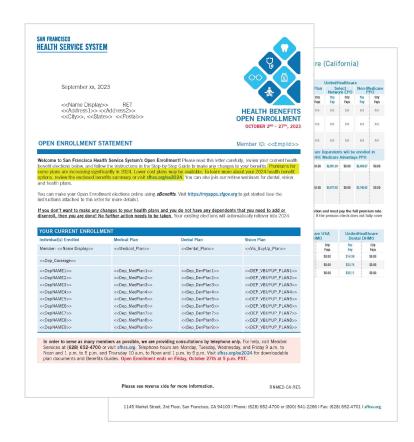
Retiree OE Booklet and Retiree Self-Service Instructions





87 OE Letters with Custom Rates





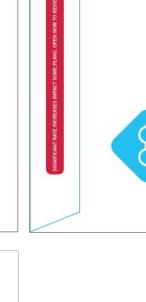
Non-Medicare Retirees will get this message: "Premiums for some plans are increasing significantly in 2024. Lower cost plans may be available. To learn more about your 2024 health benefit options review the enclosed benefits summary or visit **sfhss.org/oe2024**."

3 Different OE Envelopes: Actives (6x9), Retirees (9x12) and #10 Confirmation Envelope



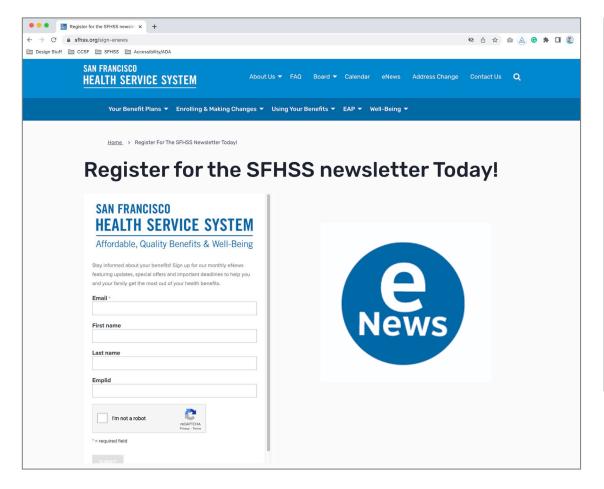








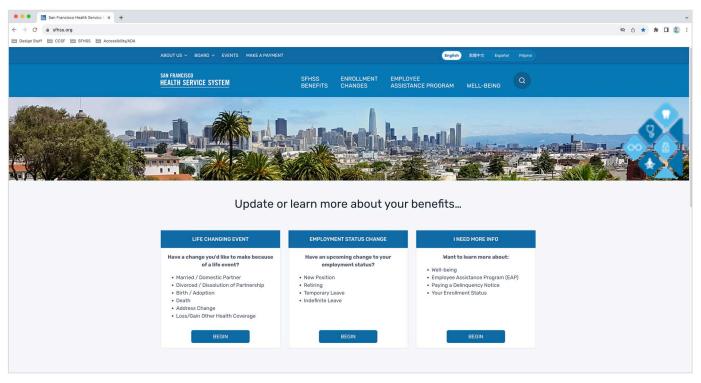
5 Weekly OE Emails starting last week of September





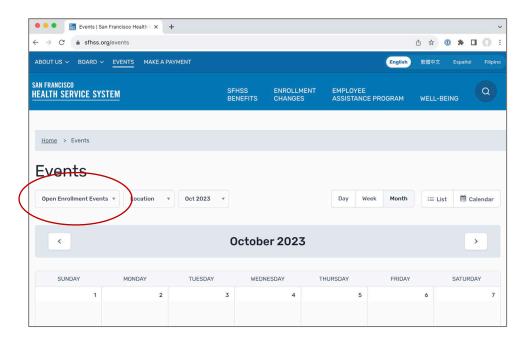
Comprehensive OE Website*

Open Enrollment for Plan Year 2024 webpages will launch soon.



^{*}Open Enrollment layout and design subject to change.

OE Calendar Events



Make sure you click on the drop-down on the left side to click on Open Enrollment Events.

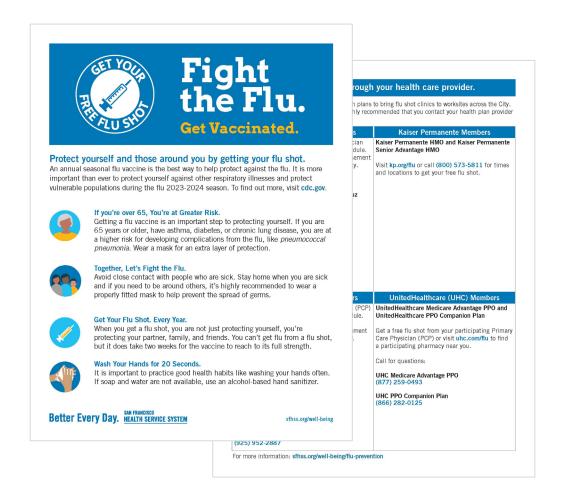
sfhss.org/events are where you will find variety of events:

- 16 Webinars
- 10 Health Fairs, including the all-day SFHSS Health Fair on 10/26 where you can get your free flu shot!
- 25 Flu Clinics

OE Webinar Schedule

Vendor	Date	Time	Audience
Blue Shield of CA HMOs	Mon, 10/2	Noon – 1:00pm	Active Employees
Blue Shield of CA PPO	Wed, 10/25	Noon - 1:00pm	Active Employees
Health Net CanopyCare	Wed, 9/27	Noon - 1:00pm	Active Employees
Health Net CanopyCare	Tue, 10/10	Noon - 1:00pm	Active Employees
Kaiser Permanente Senior Advantage	Thurs, 9/28	11:00am - Noon	Retirees
Kaiser Permanente HMO	Thurs, 9/28	Noon - 1:00pm	Active Employee
UnitedHealthcare	Mon, 10/2	10:00am – 11:00am	Retirees
UHC Dental DHMO	Tue, 10/10	1:00pm – 2:00pm	Active Employees & Rets.
Delta Dental	Mon, 10/16	1:00pm – 2:00pm	Active Employees
Delta Dental	Thu, 10/12	10:00am – 11:00am	Retirees
VSP Vision	Mon, 10/16	Noon - 1:00pm	Active Employees & Rets.
P&A Admin Group: FSA	Thurs, 10/12	Noon - 1:00pm	Active Employees
P&A Admin Group: FSA	Tue, 10/27	Noon - 1:00pm	Active Employees
SFHSS: How to Register for an Account & Navigate eBenefits	Mon, 10/16	11:00am - Noon	Active Employees & Rets.
Workterra	Tue, 10/17	Noon - 1:00pm	Active Employees
Workterra	Wed, 10/4	5:30pm - 6:30pm	Active Employees

OE Flu Flyer for Retirees



OE Flu Flyer for Actives and General OE Event Flyers





SFHSS Worksite Flu Clinics

Highlights:

- Partner with Kaiser Permanente's 3rd Party Vendor Albertsons/Safeway
- Clinic available 9/27 through 11/7
- Eligibility:
 - Employees
 - Retirees
 - Spouses and domestic partners <u>of retirees</u> of the four employers (CCSF, USD, CRT, CCD)

Details:

- 10 Benefit/Health Fairs
- 24 Clinics at 23 Locations
- 10 Open Clinics Any city employee and/or retiree can get vaccinated
- 14 Restricted/Closed Clinics City employees that has building access

Changes/New in 2023:

- County Fair Building NEW Benefits Fair
- Sunol NEW Flu Clinic
- Self-Report Flu Vaccine: All members must take a picture of form and inform their Health Care Provider



Health Fair and Flu Clinics Schedule

Date	Time	Location	Access
9/27/2023	5:00am-9:00am	DEM Clinic 1 - 1011 Turk St.	Restricted Access
9/28/2023	11:30am-3:30pm	DEM Clinic 2 - 1011 Turk St.	Restricted Access
9/28/2023	10:00am-2:00pm	MTA - Presidio - 2610 Geary Blvd.	Restricted Access
9/28/2023	9:00am-1:00pm	PUC Headquarters - 525 Golden Gate Ave.	Restricted Access
9/29/2023	10:30am-2:30pm	Public Library - 100 Larkin St.	Restricted Access
10/2/2023	8:00am-11:00am	PUC Sunol Yard - 505 Paloma Way, Sunol	Open
10/3/2023*	9:00am-3:00pm	City Hall - 1 Dr. Carlton B. Goodlett Place	Open
10/4/2023	11:00am-3:00pm	MTA MME - 601 25 th St.	Restricted Access
10/4/2023*	7:30am-1:30pm	FIR - 2300 Folsom St.	Restricted Access
10/5/2023**	11:00am-1:00pm 10:00pm-12:00am	Airport Benefits / Health Fair - Aviation Museum at the San Francisco International Terminal	Restricted Access
10/10/2023	7:30am-11:30pm	PUC-CDD - 1980 Oakdale Ave.	Restricted Access
10/11/2023*	9:00am-3:00pm	San Francisco Public Works - 2323 Cesar Chavez St.	Restricted Access

^{*}Benefits / Health Fair Location

^{**}Benefits / Health Fair ONLY, No flu clinic

Health Fair and Flu Clinics Schedule

Date	Time	Location	Access
10/12/2023	9:00am-1:00pm	DeYoung Museum - 50 Hagiwara Tea Garden Drive.	Restricted Access
10/12/2023	10:00am-2:00pm	SFPD - Hall of Justice, 850 Bryant, Room 551	Open
10/13/2023	4:00pm-8:00pm	SFUSD - 555 Franklin St.	Restricted Access
10/17/2023*	9:00am-3:00pm	PUC-HHWP - Hetch Hetchy 1 Lakeshore Dr. Moccasin	Open
10/18/2023*	9:00am-2:00pm	SFPD Headquarters - 1245 3rd St.	Restricted Access
10/19/2023	10:00am-1:00pm	PUC - 1000 El Camino Real, Millbrae, CA 94030	Open
10/19/2023*	8:00am-3:00pm	RPD County Fair Building - 1199 9th Ave	Open
10/23/2023*	9:00am-3:00pm	SFMTA - 49 South Van Ness Ave.	Open
10/24/2023	7:00am-11:00am	PUC - 750 Phelps St.	Restricted Access
10/26/2023*	8:00am-5:00pm	SFHSS Wellness Center -1145 Market Street, Suite 100	Open
10/31/2023	10:00am-2:00pm	SF War Memorial - 401 Van Ness Ave.	Open
11/2/2023	8:00am-12:00pm	Pier 1 - Embarcadero	Open
11/7/2023	9:00am-2:00pm	HAS - 170 Otis St.	Open

^{*}Benefits / Health Fair Location

It's a Wrap!



Don't forget to...



... this October!