



City & County of San Francisco

# HEALTH SERVICE BOARD

1145 Market Street ♦ Suite 200 ♦ San Francisco, CA 94103

## Minutes

### Regular Meeting

Thursday, August 14, 2014

1:00 PM

City Hall, Room 416  
1 Dr. Carlton B. Goodlett Place  
San Francisco, California 94103

□ Call to order

□ Pledge of allegiance

□ Roll call

President Jean S. Fraser  
Vice President Randy Scott  
Commissioner Karen Breslin  
Supervisor Mark Farrell, excused  
Commissioner Sharon Ferrigno  
Commissioner Wilfredo Lim  
Commissioner Jordan Shlain, M.D., arrived 1:23 pm

This Health Service Board meeting was recorded live by SFGovTV. Replay of regular meetings are available the following day on the [sfgov.org](http://sfgov.org) website. Links to videotaped meetings and all meeting materials are posted on the [myhss.org](http://myhss.org) website.

This meeting was called to order at 1:04 pm.

□ 08142014-01

Action item

Approval (with possible modifications) of the minutes of the meeting set forth below:

- Regular meeting of June 12, 2014

Staff recommendation: Approve minutes.

Documents provided to Board prior to meeting:  
Draft minutes.

Public comments: None.

Action: Motion was moved and seconded by the Board to approve the regular meeting minutes of June 12, 2014.

Motion passed 5-0.

- 08142014-02 Discussion item General public comment on matters within the Board's jurisdiction not appearing on today's agenda
  - President Fraser stated that she requested moving this standing agenda item to the beginning of each agenda to allow members the opportunity to make general comments early in the meeting rather than making them wait until the end.

Public comments: Claire Zvanski, President of RECCSF, stated her support for holding general public comment at the beginning of each meeting. However, she suggested also adding general public comment at the end of the agenda to allow members to comment on matters discussed during the meeting.

Commissioner Breslin stated her preference that the Board hear general public comment at the beginning and end of each meeting.

- 08142014-03 Discussion and possible action item President's Report (President Fraser)
  - Appointment of all committee chairs and members;
  - Communication from Mayor Lee regarding City meeting attendance policy.

Documents provided to Board prior to meeting:  
Letter from Mayor Lee regarding policy on commissioners' meeting attendance.

  - President Fraser referenced Mayor Lee's letter regarding his policy on commissioners' meeting attendance. She stated that the Health Service Board has a dedicated membership and that attendance is not an issue.
  - President Fraser thanked Commissioner Breslin for serving as Health Service Board President during the past two years and seeing the Board through great changes. She stated that she has big shoes to fill as the

new Board President and that she is honored to be selected President of the Health Service Board.

- She acknowledged looking forward to ensuring that the Board meetings are as interesting and engaging as possible, as well as healthy, by providing a five minute break each hour.
- President Fraser thanked the Health Service System staff on behalf of the Board for working diligently through challenging times while focusing on serving the members.
- In particular, President Fraser commended Lisa Ghotbi (HSS Chief Operating Officer) for her service in performing two roles while Director Catherine Dodd was out of the office on medical leave, and her dedication to all HSS members.
- President Fraser also expressed gratitude for Director Dodd's return and anticipated future innovation.
- The following are President Fraser's recommended Health Service Board committee assignments for Fiscal Year 2014-2015:
  - Rates and Benefits Committee (committee of the whole):  
Chair – Commissioner Randy Scott.
  - Finance and Budget Committee:  
Chair – Supervisor Mark Farrell  
Members – Commissioner Wilfredo Lim and Commissioner Randy Scott.
  - Governance Committee:  
Chair – Commissioner Karen Breslin  
Members – Commissioner Jean Fraser and Commissioner Jordan Shlain.
  - Membership Rules Committee:  
Eliminated. Membership rules will be heard and voted on by the full Board.
- President Fraser also announced that she has agreed to serve on a statewide health information exchange currently being formed called Cal Index.

Public comments: Claire Zvanski, retiree representative, stated that Board Secretary, Laini Scott, has done a phenomenal job under some of the most difficult circumstances and should be singled out and recognized for her exceptional work.

Action: Motion was moved and seconded by the Board to approve the committee recommendations as presented.

Motion passed 5-0.

□ 08142014-04 Discussion item **Director's Report** (Director Dodd)

- HSS Personnel
- Finance, Operations, Data Analytics, Communications, Wellness/EAP, Vendor Contracts
- Meetings with Key Departments
- Other additional updates

Documents provided to Board prior to meeting:

1. Director's report;
2. Reports from Operations, Data Analytics, Communications, Wellness and Employee Assistance Program;
3. Aon Hewitt letter and exhibits to Board of Supervisors regarding rates and benefits for 2015 plan year, dated June 16, 2014;
4. San Francisco Chronicle article, "San Francisco health care premiums expected to drop," dated July 9, 2014;
5. HSS Transparency Resolution approved by Board of Supervisors on July 15, 2014;
6. Senate Bill 1340 approved by Governor Brown on July 7, 2014;
7. Health Service Board annual meeting calendar – July 2014 through December 2015;
8. Rates and Benefits calendar for 2015 plan year.
  - Catherine Dodd, HSS Director, welcomed Commissioner Fraser to her new position as Board President.

- Director Dodd presented the Director's report which may be viewed on the myhss.org website.
- The final versions of the Open Enrollment member guides must be sent to the printer by August 25, 2014 to allow mailing to members by September 29, 2014.
- Director Dodd thanked Lisa Ghotbi, Pamela Levin, David Flores, Mitchell Griggs and the benefits analysts, who have assisted in the preparation of the OE member guides in Rosemary Passantino's absence.
- Director Dodd called on Stephanie Fisher, HSS Wellness Manager, to brief the Board on the Wellness Plan kickoff with the department heads on July 29, 2014.
- Ms. Fisher reported that 41 of 74 departments/sub-departments attended the Mayor's wellness kickoff.
- The leaders were asked to recruit wellness champions as the first step in the program. August 20, 2014 is the deadline for recruiting champions.
- Commissioner Scott suggested that it would be a useful educational point for the Board to receive quarterly wellness reports from the Wellness Manager during the Director's report at future meetings.
- Ms. Fisher stated that she was prepared to address the Board and presented Wellness Center highlights, including the Rec and Park group exercise pilot, group exercise, health coaching, interactive seminars and special events as well as a breakdown of member participation and feedback.
- Director Dodd asked Ms. Fisher to mention the vendors who have been helpful with Wellness Center activities.
- Ms. Fisher reported the following vendors' contributions to the Wellness Center:
  - Kaiser Permanente has conducted many presentations on various subjects; the HSS health coach is provided by Kaiser.

- Blue Shield has assisted in arranging presentations by some of the ACO partners.
- UHC has assisted with many of HSS' requests and will assist with the wellness champion training.
- Commissioner Shlain arrived during this agenda item.

Public comments: Claire Zvanski, retiree representative, stated that many retirees have expressed interest in attending the exercises classes at the Wellness Center, and asked if those classes are open to retired members.

Director Dodd responded that retirees are welcome to attend all of the exercises classes offered by HSS and that information will be reported in the upcoming eNews.

Ms. Zvanski responded that she would also put the information in the retiree newsletter since she knows that many retirees are very interested in attending exercises classes at the Wellness Center.

Bob Muscat, Chair of the Public Employee Committee and Executive Director of Local 21, thanked everyone who has contributed to the efforts on wellness. He stated that there are ways that labor can assist in helping to move the program along, noting that they are very excited about the wellness plan and are devoted to trying to make it successful. He stated that wellness is an area that labor has been slow to embrace and understand the value of, but he now thinks it is clear.

Mr. Muscat also apologized that representatives from labor were not present at the Health Service Board meeting when the 2015 rates were set, acknowledging HSS staff and the Board's leadership in reducing the rates. He noted that healthcare costs are a major driver against wage increases and that the rates are something everyone should be proud of. He also apologized for labor's absence when the Board of Supervisors adopted the rates package for the 2015 plan year.

- 08142014-05 Discussion item HSS Financial Reporting as May 31, 2014 (Pamela Levin)

Documents provided to Board prior to meeting:

1. Financial update memo;
2. Report for the General Administrative Fund;
3. Report for the Trust Fund;
4. Finance and Contracting activities update.
  - Pamela Levin, HSS Chief Financial Officer, provided a summary of the HSS Trust Fund and General Fund Administrative budget based on activity through May 31, 2014 (projections are based on activity through June 30, 2014).
  - The external audit by KPMG has begun and is expected to be completed in mid-October. The audit results will be presented to the Board at the November 13, 2014 meeting.
  - Based on activity through May 2014, a \$12.8M increase in net assets of the Trust Fund is projected. This projection is \$4.7M less than the balance reported at the June 12, 2014 Board meeting.
  - The projected balance of the General Fund Administrative budget is \$908,000, based on financial results for the first 11 months of FY2013-14.
  - Commissioner Scott commended Ms. Levin on her leadership and diligence in “a labyrinth of a budget process.” He thanked her as a member of the Finance Committee for her hard work and professionalism.
  - Ms. Levin introduced the newest member of the HSS Finance Team, David Flores, who has been hired as Contracts Manager. Mr. Flores will assist with negotiating contracts and working with the vendors.
  - Director Dodd noted that Ms. Levin is also working on a 1.5% budget decrease in anticipation of a new last-minute proposition placed on the ballot after the budget was crafted. Approximately half of the funds returned to HSS in the budget process may be again taken away. Ms. Levin has been

working on several scenarios should the 1.5% decrease go into effect.

- Ms. Levin stated that the new ballot proposition would provide additional funding to MUNI to take into consideration the increase in population. The General Fund will be affected by approximately \$20M; therefore, every City department is required to prepare a contingency plan of 1.5%, which will be triggered if the proposition passes.
- HSS' portion of the General Fund is \$45M.
- See financial update memo.

Public comments: None.

□ 08142014-06 Discussion item **Presentation of UHC Audit** (Aon Hewitt)

Documents provided to Board prior to meeting:  
Report prepared by Aon Hewitt, "UnitedHealthcare Medical Claim Audit and Operational Assessment."

- Todd Hall and Ann Fulton, Aon Hewitt, presented highlights of UnitedHealthcare's 2014 claim audit.
- A sample of 220 medical claims were reviewed for this audit, as well as 10 target claims for high dollars (claims paid over \$50,000) and 10 claims for end stage renal disease.
- The errors were categorized into two sections—payment and non-payment.
- Claim processing performance was based on four standards:
  - Financial accuracy (98.32%)
  - Overall accuracy (97.48%)
  - Payment accuracy (97.48%P)
  - Turnaround time – 14 calendar days (95.45%); 30 calendar days (99.09%)
- UHC was reviewed in four key areas: facility and staffing, claims administration, customer service and performance management. It was graded in the "satisfactory" range with two B's and two C's.

- President Fraser inquired into UHC's corrective action plan.
- Mr. Hall responded that Aon Hewitt is working with UHC on its corrective action plan and that UHC has provided additional information for some of the audit errors. Aon Hewitt will review each of the errors UHC disagrees with and will ask UHC to provide an updated action plan based upon the new errors.
- President Fraser stated that with UHC's grade for the audit, she would like them to make a presentation to the Board and not just submit a written response. She asked for other Board members' comments.
- Commissioner Breslin agreed with President Fraser's suggestion.
- Commissioner Shlain made a specific request that UHC address the reason it does not offer secure messaging, since it owns a \$40B technology company called Optum that has secure messaging capability.
- Commissioner Scott asked when UHC's follow-up action plan will be completed.
- Mr. Hall stated that Aon Hewitt will ask UHC to respond within three weeks as that is the amount of time that is typically allowed.
- President Fraser suggested that UHC aim to present its action plan at the September 11, 2014 Board meeting.

Public comments: Heather Chianello, UHC representative, stated that there is a specific audit team that works with Aon Hewitt. She noted that she has reviewed the audit findings and that UHC disagreed with some of the errors and provided additional feedback. One error has already been removed. She stated that the results before the Board have not been finalized, and UHC has not yet met with HSS to discuss the results. She doubted that a final report could be accomplished for the Board's review prior to the November meeting, since there will be no regular meeting in October.

□ Meeting Break

Recess from 2:30 to 2:40 pm. Commissioner Ferrigno departed the meeting during the break.

□ 08142014-07 Action item

[Approval of Wellness Plan](#) (Director Dodd)

Staff Recommendation: Approve Wellness Plan.

Documents provided to Board prior to meeting:  
Revised Wellness Plan.

- Director Dodd reported that the Wellness Plan had been revised according to President Fraser's concerns and brought back to the Board for final approval. The plan has been presented in draft form to the Mayor's office and department heads.
- President Fraser thanked Stephanie Fisher for incorporating her comments suggested at the last Board meeting.

Public comments: Rebecca Rhine, Director of the Municipal Executive Association, echoed the previous comments of Bob Muscat that labor is extremely excited about the launch of the wellness program. They are committed to working towards sustainable funding and long term metric driven analysis. The ultimate goal is to link wellness to healthcare costs.

Ms. Rhine also expressed her appreciation for the tremendous effort it took to ensure that the rates were not only stabilized but actually reduced. She does not think that people realize the incredible accomplishment, and hopes that the focus on accountability and transparency will continue.

Action: Motion was moved and seconded by the Board to approve the revised Wellness Plan.

Motion passed 5-0.

□ 08142014-08 Action item

[Approval of Health Service System Membership Rules updates](#) (Lisa Ghotbi)

Staff Recommendation: Approve updates.

Documents provided to Board prior to meeting:  
Draft HSS Membership Rules.

- Lisa Ghotbi, HSS Chief Operating Officer, presented the proposed changes to the Membership rules for the 2015 plan year. Changes related to the Affordable Care Act that have been delayed will be brought to the Board later for the 2016 plan year.

- The proposed Membership rules changes are as follows:
- Added \$10 minimum and one year limit to the healthcare FSA carryover (Section F7, page 14). (New operational policy.)
- Dual coverage restriction clarified for Medicare Advantage and Medicare-sponsored plans (Section L2, page 24). (Reflects Medicare requirements.)
- Change in timing of premium payment requirements from “in advance of the coverage period” to “by the end of the coverage period” (Section P7c., page 35). (New Finance policy to support e-benefit operation requirements.)
- Add member appeal process for HSS determination of credited service and qualifications for retiree health benefit employer subsidies (Section U1, page 41). (New Operational policy and Prop B 2008 on qualifications for retiree health benefits.)
- Benefit coverage periods for 2015 listed in Appendix A.
- Commissioner Lim stated that the new rule regarding the FSA \$10 minimum does not indicate forfeiture of unused amounts under \$10.
- Ms. Ghotbi stated that the forfeiture language is in the Cafeteria Plan (on page B4) and other documents regarding the FSA benefit. She stated that specific language can be added to the Cafeteria Plan at the Board’s discretion.
- Commissioner Lim stated that when in doubt, members refer back to the Membership rules and the rules do not state that unused FSA amounts under \$10 are forfeited.
- President Fraser suggested that a sentence be added to the Cafeteria Plan clarifying the forfeiture of unused FSA amounts under \$10. She stated that she was uncomfortable making a motion on an item not currently before the Board, but asked Commissioner Lim if he would approve of adding clarifying language to the Cafeteria Plan as a strategy.

- Commissioner Lim agreed.

Public comments: Diane Urlich, retired City worker, asked a question regarding dual coverage.

President Fraser suggested that Ms. Urlich speak with HSS staff regarding her issue.

Action: Motion was moved and seconded by the Board to approve the updated Membership Rules as presented.

Motion passed 5-0.

□ 08142014-09 Action item

Approval of Section 125 Cafeteria Plan updates (Lisa Ghotbi)

Staff Recommendation: Approve updates.

Documents provided to Board prior to meeting:  
Draft Section 125 Cafeteria Plan updates.

- Ms. Ghotbi reported that the proposed changes to the Cafeteria Plan were somewhat consistent with the Membership Rules' changes.
- The proposed Section 125 Cafeteria Plan changes are as follows:
- Added \$10 minimum and one year limit to the healthcare FSA carryover (Appendix B, Section B.3, page B-4). (New operational policy.)
- Updated 2015 Flexible Credit Values as determined by employers (Appendix D, Section 5.2, page D-3). (Reflects operational policy.)
- Update benefit program table (Appendix E, page E-1). (Reflects operational policy.)
- President Fraser made a motion to amend the Cafeteria Plan on page B4 to include language clarifying that unused FSA amounts under the \$10 minimum will be forfeited.
- Erik Rapoport, Deputy City Attorney, will draft the appropriate forfeiture language for the FSA \$10 minimum.

Public comments: None.

Action: Motion was moved and seconded by the Board to approve the proposed changes to the Section 125 Cafeteria Plan and amend it to include forfeiture language for unused FSA amounts under the \$10 minimum.

Motion passed 5-0.

- 08142014-10 Discussion item Report from Vendors on after hours care (HSS Vendors)

Documents provided to Board prior to meeting:  
Vendor reports.

- Heather Chianello, UnitedHealthcare representative, presented information on how members may locate UHC urgent care centers, search for a physician or facility, and download the physician directory on myuhc.com. She noted that UHC also has apps for smart phone users.
- In accessing myuhc.com, the member must first select the network to conduct a search. The network for CCSF is Choice Plus. This information is located on UHC's ID card.
- Ms. Chianello described the process to access urgent care information online. Members may also call UHC customer service for urgent care locations.
- Commissioner Breslin stated that she called UHC to access the closest urgent care center for her zip code in San Francisco and was given a location in South San Francisco. She used another zip code and was given a location in Berkeley. After that, she was given another South San Francisco location. She was unable to get the information requested for San Francisco.
- Commissioner Breslin added that some of the urgent care centers that she was able to get information for were open from 7am to 7pm and closed on Sunday. She stated that it would make sense that urgent care centers have different hours to give members another option than the emergency department.
- President Fraser suggested that UHC provide a directory of San Francisco care centers.
- Ms. Chianello stated that members may access directory information on myuhc.com

by entering a zip code. She noted that if members did not want to use the website, they could call UHC customer service.

- Director Dodd stated that she has asked UHC for one telephone number that HSS members can call for urgent care information.
- Commissioner Breslin inquired about other urgent care centers, as well as Commissioner Shlain and Scott.
- President Fraser suggested that Ms. Chianello further investigate by calling UHC customer service as though she were a member to experience firsthand how the system is working.
- Commissioner Scott requested that Ms. Chianello return with a follow-up report and bring a network management representative to address the Board's questions, since she is an account executive on medical benefits.
- Cindy Striegel, Kaiser Permanente representative, reported on its Appointment and Advice Call Center ("AACC").
- Kaiser has several telephone numbers for members to receive multiple venues of care; however, all calls go to the same place. Kaiser's AACC is staffed 24 hours a day, seven days a week, all year long. It does not close for holidays. Approximately 1.5% of calls lead to emergency department visits.
- Kaiser members will find the telephone number to AACC on the back of their ID cards. The 800 telephone number prompts the member to select options such as advice, benefits and eligibility.
- Commissioner Breslin asked if Kaiser's urgent care is located in the same facility as the emergency room.
- Ms. Striegel responded that Kaiser downsized standalone urgent care-only facilities. They have moved away from having urgent care everywhere and now focus on guiding members to the right location. However, the few urgent care locations still in operation are located at the same location as the emergency room.

- Kaiser's objective is to provide an appointment either virtually (RN advice or physician phone visit) or in-person rather than having a member wait in a waiting room.
- Kris Perraras and Gabe Viola addressed the Board on behalf of Blue Shield.
- Commissioner Breslin asked if Blue Shield could provide a list of urgent care facilities in San Francisco.
- Ms. Perraras stated that she was unclear on Commissioner Breslin's previous request, and brought a presentation on how members are advised to find urgent care centers.
- Commissioner Breslin stated that such information was inadequate. She wanted to see where the urgent care centers are located because she knows of several members who called for urgent care information with unsatisfactory results.
- Commissioner Breslin instructed Ms. Perraras to return with more information, and have someone review and confirm that the locations are urgent care facilities.
- Ms. Perraras confirmed that she would return next month with a complete listing of urgent care facilities in San Francisco.
- Commissioner Scott also requested that Blue Shield return next month with information regarding general urgent care provided at specific locations, an intermediate step that could be clearly communicated to members.
- President Fraser stated that this will be a return item for the next meeting.
- Commissioner Scott also requested that Blue Shield bring a representative responsible for network management decisions on urgent care centers to the next meeting to address the Board.
- Dr. Shlain departed the meeting during this agenda item.

Public comments: Claire Zvanski, retiree representative, stated that there are quite a few active and retired HSS members in Tuolumne and Hetch Hetchy, and a lot of them have young families.

She stated that urgent care is what is really needed for those members, not emergent care. She requested that the Tuolumne also be added to the list of urgent care facilities that the vendors bring to the Board. She stated that there are many retirees in remote areas who could benefit from urgent care facilities within 100 miles of San Francisco.

- 08142014-11 Discussion item Report from Vendors on Medical Loss Ratio refunds, if any (HSS Vendors)

Documents provided to Board prior to meeting:  
None.

- Heather Chianello, UnitedHealthcare representative, confirmed that UHC owes no medical loss refunds.
- Cindy Striegel, Kaiser Permanente representative, reported that Kaiser did have one finding in the individual market in the POS and PPO portion of their insurance product affecting approximately 46,000 members. Since they were below the 80% threshold, those members received refunds of approximately \$30-\$31.
- Bob Ashworth, Blue Shield representative, reported that Blue Shield exceeded the minimum threshold of 85% for calendar year 2013 for all segments. The filing on June 1, 2014 may be found on HSS' website.

Public comments: None.

- 08142014-12 Action item Vote on whether to cancel regular Health Service Board meeting on October 9, 2014 and hold forum on statins instead (Director Dodd)

Documents provided to Board prior to meeting:  
None.

- Director Dodd reported that Commissioner Shlain previously requested that the Board hold a forum on statin use and the new American College of Cardiology recommendations. Since the meeting room at City Hall is routinely reserved, she suggested holding the statins forum in place of the regular meeting in October, thereby cancelling the regular meeting.

- HSS will ask the medical vendors to identify experts in the area of cardiology to present on whether or not they intend to adopt the new guidelines and how they treat cardiovascular disease.
- Commissioner Shlain is inviting a special guest who has a lot of experience in this area.
- Director Dodd will work with Laini Scott, Board Secretary, to distribute letters to the vendors.
- Commissioner Breslin asked Director Dodd about including information on diet and exercise at this forum as well and inquired about the length of the meeting.
- Director Dodd stated that she anticipated the forum would not last more than two hours. She is relatively confident that the experts will discuss diet and exercise in the context of cardiovascular disease prevention.

Public comments: None.

Action: Motion was moved and seconded by the Board to cancel its regular meeting on October 9, 2014 and instead hold a forum on statins.

Motion passed 4-0.

- 08142014-13 Discussion item **Report on network and health plan issues (if any)**  
(Respective plan representatives)

- Cindy Striegel, Kaiser Permanente representative, introduced Cindy Green, Senior Executive Account Manager, who will be regularly attending the Board meetings. Ms. Green has been employed by Kaiser for 16 years.

Public comments: None.

- 08142014-14 Discussion item **Opportunity to place items on future agendas**

- Commissioner Scott stated that he had intended to bring this subject up during the Director's Report. He inquired about the Board's responsibilities in complying with the transparency resolution passed by the Board of Supervisors. The resolution states that the Health Service System will report back to the Board of Supervisors on the status of negotiations with healthcare vendors by March 31, 2016.

- Commissioner Scott asked that Erik Rapoport give the Board interpretive guidance on how to comply with the requirements of the transparency resolution.
- Mr. Rapoport stated that he would happy to give guidance to the Board.

Public comments: None.

□ Adjourn: 3:49 pm

## Summary of Health Service Board Rules Regarding Public Comment

- Speakers are urged to fill out a speaker card in advance, but may remain anonymous if so desired.
- A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
- A member may comment on any matter within the Board's jurisdiction at the designated time at the end of the meeting.

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

### Disability Access

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 at 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.

The following services are available upon request:

- American Sign Language interpreters will be available upon request.
- A sound enhancement system will be available upon request at the meeting.
- Minutes of the meeting or hearing are available in alternative formats.

If you require the use of any of these services, please contact Health Service Board Secretary, Laini K. Scott, at (415) 554-1722 or by email at [laini.scott@sfgov.org](mailto:laini.scott@sfgov.org) at least 72 hours prior to the meeting.

In order 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.

### 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>.

### 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).

### 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 meetings and its committee meetings.
- The chair of the meeting may order the removal from the meeting room of any person(s) in violation of this rule.
- 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 set forth in Chapter 67A of the San Francisco Administrative Code.

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 Laini K. Scott at (415) 554-1722 or email at [laini.scott@sfgov.org](mailto:laini.scott@sfgov.org).