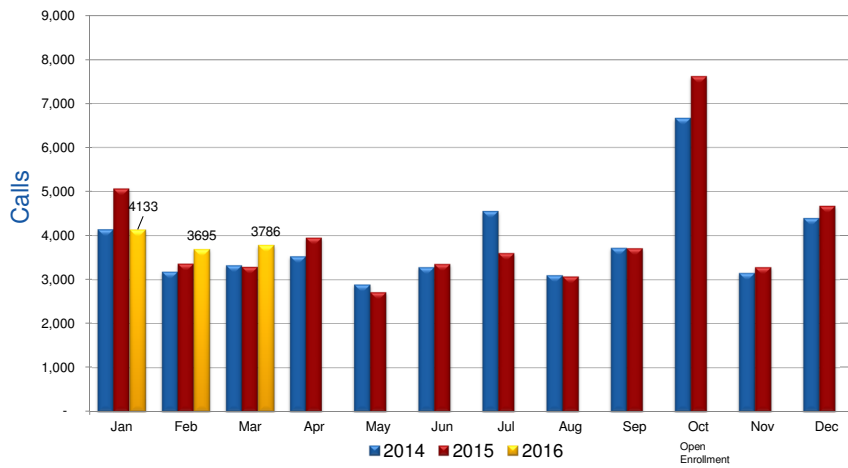


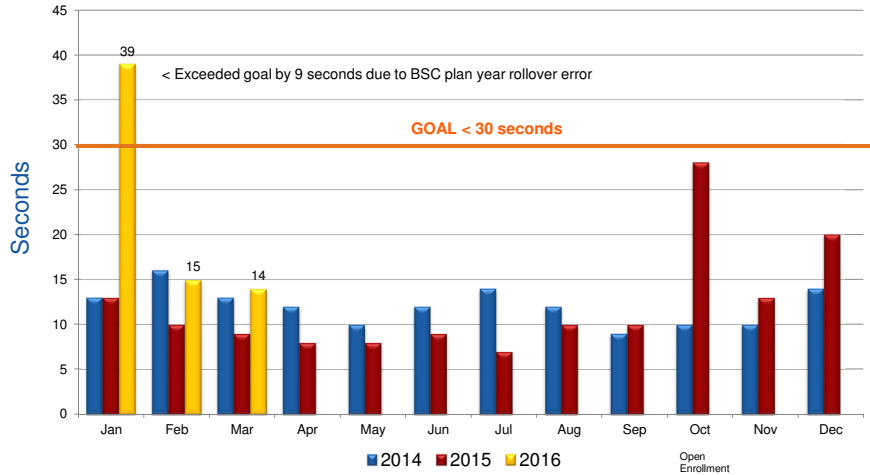
Calls and Office Visits: March 2016

- Calls and In-person Assistance total:
 - Inbound calls: 3,786 answered calls (14.8% ↑ from 2015)
 - Speed of answer: 14 seconds (55.6% ↑ from 2015)
 - Abandonment rate: .08% (32 Calls)
 - In-person assistance: 1,302 members (3% ↑ from 2015)

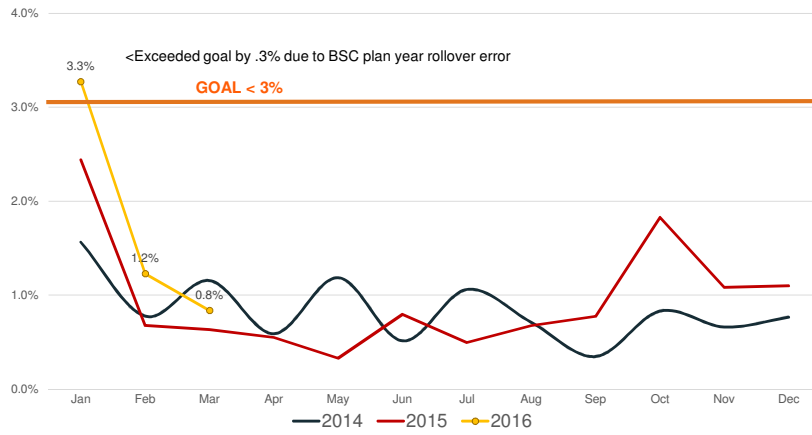
Inbound Calls: March 2016



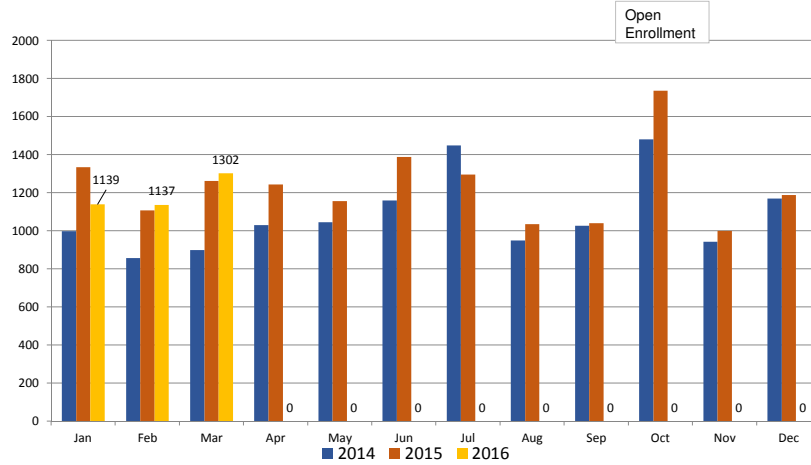
Call Speed of Answer: March 2016



Abandonment Rate: March 2016



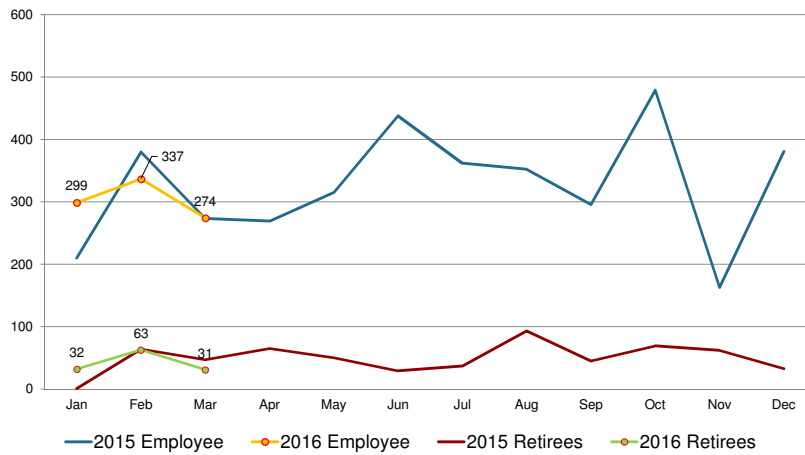
In-person Assistance: March 2016



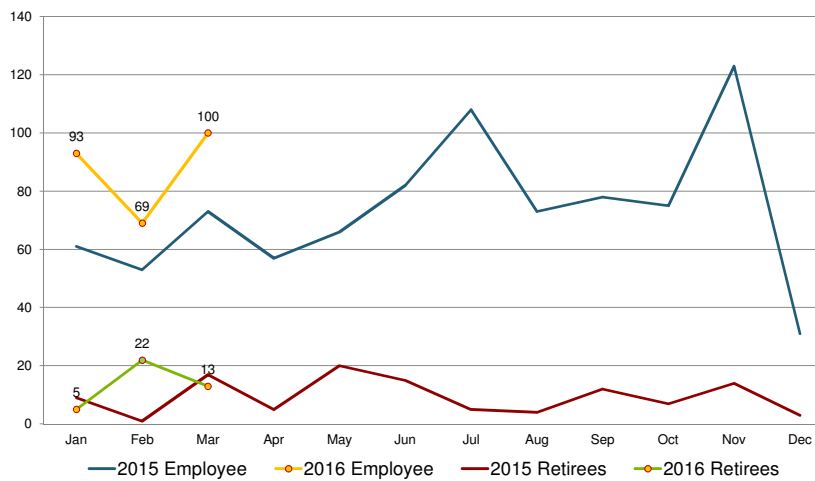
Delinquencies & Terminations: March 2016

- Delinquency Notices Sent
 - Employees: 274
 - Retirees: 31
- Termination Notices Sent
 - Employees: 100
 - Retirees: 13

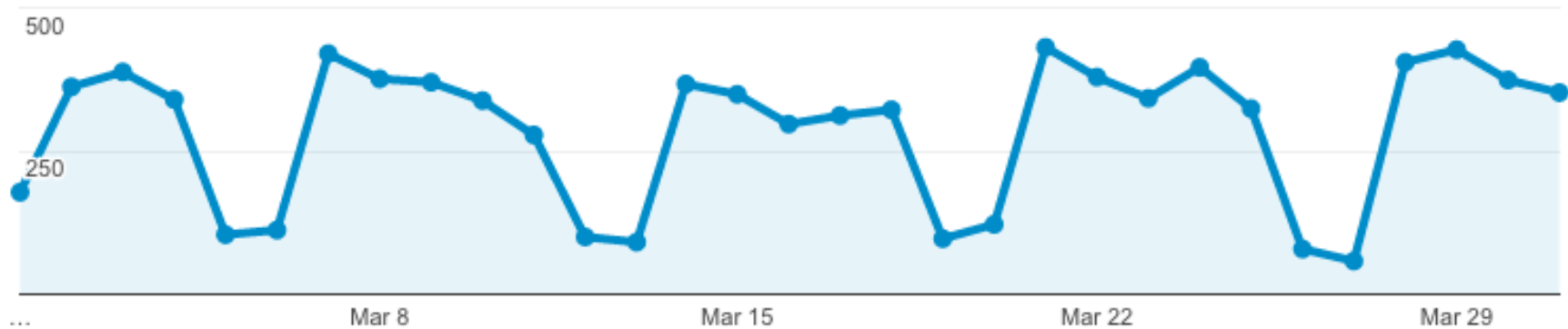
Delinquency Notices: March 2016



Termination Notices: March 2016



Website Visits: March 2016



8,890 visits:

Mondays and Tuesdays are typically the busiest days

Most Visited Website Pages: March 2016

Home Page	5,628
City & County Employee Benefits	3,299
Retiree Benefits	1,360
Well-being	1,090
Well-being Seminars	746
Member Services Top Ten Topics	693
FSA	679
Blue Shield	656
Search Results	623
Delta Dental	519

Top Website Downloads: March 2016

2016 City & County Employee Benefits Guide	784
2016 City & County Employee Premium Rates	360
2016 Retiree Benefits Guide	276
2016 Retiree Premium Rates	264
2016 City & County Employee Enrollment Form	224
2016 P&A Group FSA Brochure	188
2016 Blue Shield Summary of Benefits	180
2016 Delta Dental Summary of Benefits	172
2016 Kaiser Summary of Benefits	172
2016 March Health Service Board Meeting Agenda	128

eNews March 2016

Subject Line: 2016 March eNews

Total Delivered	16,413	
Opened	6,325	39%
Clicked Links	666	4%

eNews Clicked Links: March 2016

Health Service Board: Copay Benchmarking PDF	168
Health Service Board: UHC Rate Stabilization PDF	142
Wageworks.com	65
Health Service Board March Meeting	60
Wellness: Class Calendar	59
Wellness: Dietary Guidelines	53
P&A Group FSAs	51
Wellness: Healthy Sleep Seminar Flyer	49
Health Service Board: Surrogacy White Paper	40
Wellness: Gambling Addiction Questionnaire	37

March 2016 Communication Highlights

- Completed two informal bid specifications: website strategy and expanding department visual branding style guide to include wellness needs.
- Developing RFP for HSS website rebuild.
- Attended Assessor-Recorder website showcase presentation organized by COIT and Mayor's staff.
- Met with MOHCD website communications staff to share learning about web development.
- Graphic artist to help support wellness hired: start date May 4.

March 2016 Communication Highlights

- Assisted wellness with Colorful Choices web pages and email blast to retirees.
- Collaborating with project manager on Open Enrollment project tasks and timeline.
- Converting all Open Enrollment mechanical files to Words Flow to facilitate executive team copy reviews using Word track changes.
- Met with data analytics about specs for OE letters.
- Collaborating with operations on evaluating webinar tools.

PEOPLESOFT:

- Completed 1st round User Acceptance Testing (UAT) and coding remediation of identified issues for 1094/1095 electronic filing. 2nd round UAT began this week
- Researched and identified issues impacting VSP eligibility file; working with vendor to resolve
- Completed PeopleSoft 9.2 upgrade retrofits for the Benefit Summary Page, MCP Audit Report, Medicare Eligibility Report and Delinquency Processing
- Completed eMerge project initiation requests for Voluntary Benefits and Retro Benefits/Arrears Processing
- Documented requirements for data restructure used to generate open enrollment letters and associated mailings
- Submitted and finalized 2015 IRS Form 1099 for retirees with imputed income

IT INITIATIVES:

- Project management planning and execution phases underway for Open Enrollment; 250 tasks identified including the required resources, duration, precedent and dependent activities
- Completed technology assessment for Enterprise Content Management implementation
- Submitted Fiscal Year 3rd Quarter update to Committee on IT (COIT) regarding HSS technology initiatives
- Resolved 54 support tickets in last 30 days (as of April 6)
- Attended City-wide Department of Technology security roundtable
- Joined Multi-State Information Sharing and Analysis Center (MS-ISAC) to improve cybersecurity
- Met with copier vendors for copier replacement requirements
- Collaborated with Department of Technology to implement modifications to inbound call distribution

DATA ANALYTICS:

- Prepared Early Retiree dashboard
- Prepared APCD risk scores presentation
- Provided data in support of annual rates & benefits activities
- Provided information to support labor negotiation activities

OTHER:

- Completed HIPAA Privacy & Security training program
- Attended Enterprise Content Management implementation kick-off
- Attended City's Open Data portal overview
- Met with Mayor's Office regarding HSS contribution to Open Data Portal
- Attended Key eMerge Departments (KED) (to be renamed to PeopleSoft Advisory Board) and eMerge Steering Committee (ESC) meetings

Finance and Accounting

- Finalized Self-Insured Delta Dental Actives experience for CY 2015
- Participation in the on-going project to replace citywide financial system
- Procured Training Services for Management Team Training

Contracting and Vendor Management

- Requested bids for Website Redesign Research & Strategy, HSS Branding Guidelines and Salesforce.com software licenses
- Fully Executed Integral Talent Systems Agreement for professional services as they relate to development, design and administration of the Employee Engagement Survey
- Fully Executed the 1st Amendment to the Agreement between Truven Health Analytics and the City and County of San Francisco for additional feeds and training
- Received continuing approval from the Civil Service Commission for HSS contracts

Employee Well-being Program Update

March

- 111 Champions attended training focused on healthy eating in the workplace and the Colorful Choices challenge. All training materials can be found at myhss.org/champion.
- Offered the first onsite Champion training for Port Champions and those at 25 and 30 Van Ness. These smaller onsite trainings allow Champions who work together to attend training together and brainstorm tailored solutions for their departments or locations. 20 Champions attended.
- Four onsite trainings were offered at the Wellness Center. 70 Champions attended.
- Two make up webinars were offered at the Wellness Center. 21 Champions attended.

Colorful Choices

- The 6-week online challenge runs from 4/18-5/29.
- Registration is from 4/4-4/25. Go to myhss.org/well-being.
- Goal is to eat at least 3 servings of vegetables and 2 servings of fruit daily.
- The program is available to employees, retirees, and their families.

The screenshot shows the website for the 'eat Better FEEL BETTER' challenge. At the top, it identifies the 'HEALTH SERVICE SYSTEM CITY & COUNTY OF SAN FRANCISCO' and includes a 'Well-Being' navigation tab. The main header features a vibrant image of various fruits and the 'Colorful CHOICES' logo. Below this, a 'SIGN ME UP!' section provides key dates: 'The 6-week Colorful Choices Program starts on April 18 and runs through May 29.' and 'Team and individual registration starts Monday, April 4, 2016.' Two prominent green buttons offer registration for 'EMPLOYEES & THEIR FAMILIES' and 'RETIREES & THEIR FAMILIES'. A link for 'Instructions >' is also present. The lower half of the page is divided into four content blocks: 'CHALLENGE TIPS GET ANSWERS TO YOUR QUESTIONS >' with an image of a man and woman in a kitchen; 'FRUIT & VEGGIE RESOURCES MAKE IT EASY & DELICIOUS >' with an image of a woman and child at a grocery store; 'GET SUPPORT CONTACT INFORMATION 555-555-5555 info@contact.com' with an image of a man at a grocery store; and a fourth block with an image of a woman and child at a grocery store.

Colorful Choices

- All print and electronic materials for the Colorful Choices fruit and vegetable challenge were completed.
- Myhss.org/well-being was updated to facilitate registration for the program.



Track your fruits and vegetables for 6 weeks. Join a team with family and coworkers! Enter to win weekly prizes by joining the Colorful Choices program April 18 - May 29.



HEALTH SERVICE SYSTEM
CITY & COUNTY OF SAN FRANCISCO

Registration Starts: April 4, 2016
Program Begins: April 18, 2016

Commit to eat 5 today!

- Go to myhss.org/well-being and select Colorful Choices.
- Click on the "Employees and Families" button.
- Complete the registration process.
- Choose to participate as an individual or team.

Register today! Visit myhss.org/well-being



5 Reasons to Get Your 5

- 1 Simplest nutrition program ever!
- 2 Energize your day.
- 3 Keep yourself on track.
- 4 Try out new recipes.
- 5 Win prizes!



Eating 5 is easy and delicious. We'll show you how.

Register by April 18 at myhss.org/well-being



Retiree Well-being Update

March

- Attended the RECCSF monthly meeting and provided an overview of Colorful Choices
- Colorful Choices is the first nutrition program available to retirees
 - All retirees with emails on file were notified about the program
 - Information was also shared with various retiree groups

Wellness Center Update

March

- 1:10 classes and Wellness Center Open Use are gaining traction
- Offered four seminars:
 - Market Volatility
 - Getting Healthy Sleep
 - Stress and Nutrition
 - Food Demonstration