



Health Service System City & County of San Francisco

Status of New City Plan Implementation
August 11, 2016



Communication Overview

Aug. Sept. Oct. Nov. Dec. 2016

Effective Date- 1/1/2017

Announcement

Enrollment Materials

Education Meetings

Provider/ Retiree Education

Call Center Support

Online Resources



Pre-enrollment Plan Guide



Confirmation of Enrollment & Member ID Card



Welcome Packet



Education Meetings



Member/Provider Guide to Care



Retiree Provider Education Communication



Specific Provider Outreach



Educational Meetings

- 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



◀ Sep 2016		~ Sept 2016 ~					Nov 2016 ▶
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
25	26	27 San Francisco 10-12 2-4 San Francisco Public Library	28 Oakland 10-12 2-4 Holiday Inn Hotel & Suites Oakland Airport	29 Sonoma 10-12 2-4 Flamingo Conference Resort and Spa	30		

◀ Sep 2016		~ October 2016 ~					Nov 2016 ▶
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
						1	
	3 San Francisco 10-12 2-4 Omni San Francisco Hotel	4	5 10:00-1:00 DPW Health Fair	6	7 2:00-8:00 USD Health Fair	8	
	10 San Francisco 10-12 2-4 South San Francisco Conference Center	11 Hetch Hetchy 11-1 Hetch Hetchy - Moccasin Admin Bldg	12 10:30-2:30 RECCSF Health Fair	13 11:00-3:00 SFO Health Fair	14	15	
	17 San Mateo 10-12 2-4 San Mateo Marriott as SFO TELECON 4:30-6pm	18 9:00-4:30 City Hall Health Fair TELECON 5-6:30pm	19 Marin 10-12 2-4 Embassy Suites by Hilton San Rafael TELECON 8-9:30am	20 Contra Costa 10-12 2-4 Embassy Suites by Hilton Walnut Creek TELECON 8:15-9:45am	21 Solano 10-12 Club House at Rancho Solano TELECON 12:15-1:45pm		
	24 Vendor Week 8:00-5:00	25 Vendor Week 8:00-5:00	26 Vendor Week 8:00-5:00	27 Vendor Week 8:00-5:00	28 Vendor Week 8:00-5:00		
30	31						

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
- 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

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 System	Additional Comments:
Member/Retiree Name:	
Member ID Number (if applicable):	
Member Date of Birth:	
Callback Number:	
Preferred Callback Time (ex: afternoon, morning, 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

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.	