

HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

MEMORANDUM

DATE: August 5, 2016

TO: Randy Scott, President, and Members of the Health Service Board

FROM: Catherine Dodd PhD, RN
Director HSS

RE: Board Report June 2, 2016 to August 5, 2016

HSS Personnel

- 0923 Contracts Manager – Michael Visconti. Michael comes to us from the City and County of San Francisco’s Contract Monitoring Division (CMD) where he managed construction and professional service contract compliance at the San Francisco International Airport. Michael has an undergraduate degree in Economics from UCLA and his legal training is from the American University in Washington, D.C. Michael is also a former employment attorney and in-house counsel.
- 0931 Operations Manager (Job posted since May 5); testing has been completed and eligibility list has been created. Interviews start week of August 15th.
- 1210 Benefits Analyst position open on August 1. Alisha Jew was promoted. Leaving a second 1209 position open. These will be filled with temporary employees until an eligibility list can be created.
- Research Assistant position filled – Lee Hagy comes to us from Washington, D.C. where he served as Human Services Policy Advisor for the Office of the Deputy Mayor. He has a JD and MBA from Hofstra University in New York.
- Recruitment was finalized for two Well-being Interns. Amanda Renteria began on June 7 and will be helping in the Wellness Center. Nga Le began on June 13 and will be helping will program evaluation.
- Two (2) positions remain vacant per last year’s budget for “attrition savings.”
- Employee engagement survey completed June 17. Employees have been assured that their responses are confidential and will not be disclosed and that their anonymity is protected. This is essential to ensure participation. High level summary will be presented at meeting.



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Operations

- All customer service levels were met in July. Calls increased in June and July. In June, speed of answer exceeded goal by 1 second at 31 seconds. This was due to a heavy call volume regarding terminations of coverage due to delinquency and new retirements.
- HSS and UHC met several times to create communication timeline and agree on communication tools for implementation of the New City Plan. UHC met with member services for a refresher training given last year when implementing UHC's MAPD PPO.
- HSS member services and Blue Shield account team met for its first operations meeting in June. Topics included problem resolution procedures and tracking as well as format of manual expedited enrollments.

Data Analytics

- The Enterprise Content Management system configuration is almost complete. User acceptance testing and staff training is underway.
- Migrated myhss.org to a new host. Our previous vendor was discontinuing providing these services.
- Completed the electronic submission of forms 1094/1095 to the IRS by the filing deadline. Currently processing IRS requested corrections.
- Ramping up to fulfill all the systems requirements to support administering our 2017 benefits. This includes several new vendor eligibility and payment files for voluntary benefits and Best Doctors as well as the necessary modifications for split carrier enrollments.

Finance

Contracting and Vendor Management

- Amended Employee Benefits Specialists (EBS) to provide MEA benefit administration services and Non-MEA Member administration services for voluntary benefits.
- Contracted with Barretto Co to provide visual design consulting resulting in an improved brand style guide for the HSS website and collateral materials.
- Met with Best Doctors on SOW.

Finance and Accounting

- Calculating 2017 Medical and Dental rates.
- Submitted 2015 Patient Centered Outcomes Research Institute (PCORI) payment of \$18,390.75 for 2015.

Communications

- Open Enrollment production.
- Voluntary benefits survey emailed to all City & County and Superior Court employees; 2896 responses.
- Completed Route 66 Fitness Challenge materials in collaboration with Wellness team and Circlepoint agency.
- Participating in web strategy project with agency Rolling Orange.
- Participating in HSS brand style guide project with design agency Barretto Co.

Wellness

- Recruitment was finalized for two Employee Well-being Interns. Amanda Renteria began on June 7 and will be helping in the Wellness Center. Nga Le began on June 13 and will be helping will program evaluation.
- This month's materials include:
 - Mid-Year Wellness Center Report: January-June 2016: Read the complete report: http://myhss.org/downloads/wellness/2016_Jan-June_WellnessCenterReport.pdf
 - Colorful Choices reports for employees and retirees: Read the complete report: http://myhss.org/downloads/wellness/2016_ColorfulChoices_Results.pdf
 - June and July Updates
- Highlights from the Wellness Center Mid-Year Report include:
 - Participation in EAP counseling has steadily grown since the beginning of the year.
 - Overall visits as well as individual visitors are up since 2015. We are averaging 189 visitors with 667 visits each month.
 - The majority of the visits are for the group exercise classes. On average 47 classes are offered each month.
 - 1:10 classes have been added to accommodate more participants.
 - Noontime Zumba and Total Body Conditioning have the greatest participation.
 - City Hall classes continue to thrive with an average of 29 participants per class.
 - Retirement-related seminars draw the greatest participation.
- Highlights from the Colorful Choices reports include:
 - 2138 participants (1972 employees, 101 retirees, 52 employee family members, 13 retiree family members)
 - 174 teams
 - 96% of CCSF departments had teams

- 54% actively logged, of those:
 - 38% increased produce consumption
 - 34% achieved 8 or more produce points (approximately 5 or more servings)
- Highlights from June and July include:
 - Recruitment for the Diabetes Prevention Program Research Study concluded. 156 employees have been enrolled.
 - 95 Champions attended 11 trainings on the Move More, Feel Better Campaign.
 - EAP revamped the brochures. Two brochures exist: One for employees to learn about all of the services available to them and one for managers/supervisors which promote trainings for employees as well as management consultations and how to make a referral. These will be included in new hire packets, shared with HR professionals, and provided at onsite events.
 - Small Group Coaching attracted some new members to coaching, but numbers still struggle. In August, coaching will be offered in the group and individual format, but only every other week.
 - In August, the Get Fit on Route 66 physical activity challenge will begin. It is available to employees, retirees, and family members. This program is replacing the legacy Shape Up Walking Challenge for HSS members.

Director: Meetings/Legislation/Presentations/Misc.

- Sent letter of support for SB1010 (drafted by Lee) per instructions from Leg. Committee staff.
- Attended several eMerge meetings.
- Attended Brown & Toland ACO meeting and Hill Physicians ACO meeting.
- Spent many hours reviewing Open Enrollment (OE) content with Mitchell Griggs and the team. Voluntary Benefits, Best Doctors, Surrogacy and Adoption, Medicare Retiree changes, and some benefit additions all take time to describe and depict accurately. Finance is checking and double-checking numbers and reviewing content with vendors. Communications is working hard to get everything formatted and to the printer on time. We will be sending the initial “booklets” along with letter and posting the guides online for active members. Retirees will receive booklets and guides.
- Spent many hours working with UHC to plan the rollout of the New City Plan. One all-day meeting and weekly implementation meetings by phone. Operations in particular, Finance (calculating rates) and Data Analytics are working through the programming for changes; all are working very hard.
- Met with UHC, Brown & Toland, President Scott and Commissioner Breslin to discuss how to be sure HSS Medicare retirees continue to be able to see their physicians.

- Met with Best Doctors to clarify Scope of Work and plan how to conduct member outreach. Finance Contracts has worked through many details. Operations is working to make sure descriptions in OE materials are accurate.
- Met with Kaiser Permanente regarding specialty pharmacy utilization.
- Met with Kaiser to review 2015 Utilization report including: Chronic Conditions and Prevention and Lifestyle Risks.
- Attended Kaiser PBGH Customer Advisory Group meeting.
- Met with Kaiser and set up workshops on conversations on advanced care planning. Initial workshops scheduled for: **Sept. 15 12-1pm, 1-2pm and 5:15-6:15pm**. This is followed by an **afternoon** of appointment slots on **September 29th** for people who attended the workshop to come in to ask questions and/or have their advanced directive notarized.
- Met with Blue Shield and worked on Advanced Care Planning mailing to go out in November 2016.
- Prepared for and staffed June 21 Board meeting.
- Met with CFO many times to respond to Board of Supervisors' Budget Analyst cuts.
- Met with Supervisor Farrell's staff about HSS Admin. budget. Contacted staff of Budget and Finance Committee.
- Presented at Budget and Finance Committee meeting where HSS Admin. cuts were restored.
- Presented Rates and Benefits package at Board of Supervisors Budget and Finance Committee meeting (packet prepared by HSS finance staff and AON). Contacted each Supervisor before meeting to address any questions or concerns. Passed unanimously.
- Attended Board of Supervisors meeting and Rates and Benefits package passed 10-0 (at 8:30pm).
- Participated in Wellness discussion with Vendors about what we can work on together targeted at Retiree well-being.
- Participated in monthly Blue Shield meetings. Edited revised Cal Index letter.
- Attended 2-day PHBH meeting. One day was spent on Mental Health Parity with Patrick Kennedy. Great presentation on Pharmacy Benefit Management and how "rebates" work.
- Attended 2 Adaptive Business Leaders in Health meetings.
- Met with ITS Lynn Ware PhD and Megan Little to review employee engagement results with senior managers.
- Participated in celebratory lunch for our three high school summer interns coordinated by Stephanie.

- Met with VSP.
- Met with Mayor’s office staff and Mayor’s budget staff several times.
- Spoke at quarterly Retirees meeting.
- Spoke at Public Employees Council meeting about “what’s new.”
- Participated in annual review with Aetna of our Life and Disability utilization.
- Participated in kick off meetings for Branding and Web Development.
- **Branding and Web Development**

Two separate consultant contracts are running side by side over eight weeks. One is to redesign the website and the other is to make recommendations on branding and create a style guide. Two groups of staff are working with the different consultants involving communications, operations, wellness and myself.

Part of the Branding project is relooking at the HSS logo and I have spent a lot of time looking at logos. Many Departments including “enterprise departments” do not say “City and County of San Francisco” as part of (see last page) their title.

Since HSS serves four employers: San Francisco Unified School District, City College of San Francisco, the City and County of San Francisco and the Superior Court, and since the Charter does not include “the City and County,” we are removing that from the HSS logo. As in the Charter, our title will be “San Francisco Health Service System.”

The next challenge is to differentiate ourselves from the Health Department. Many people (including employees) think we are part of the Health Department because “Health” is in our name. To do this, we added a tagline taken directly from our mission statement: “Affordable, Quality Benefits & Well-being.” It also recognizes both of our major functions: benefits and well-being. When space is an issue (like on the back of the UHC & BSC member cards), we do not need to use the tagline. See below. There is much more to come on this project, but the logo is needed for the membership cards now.

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