

San Francisco Health Service System Health Service Board

COVID-19 General Update

August 13, 2020

(revised August 12, 2020)

Prepared by:
Health Solutions

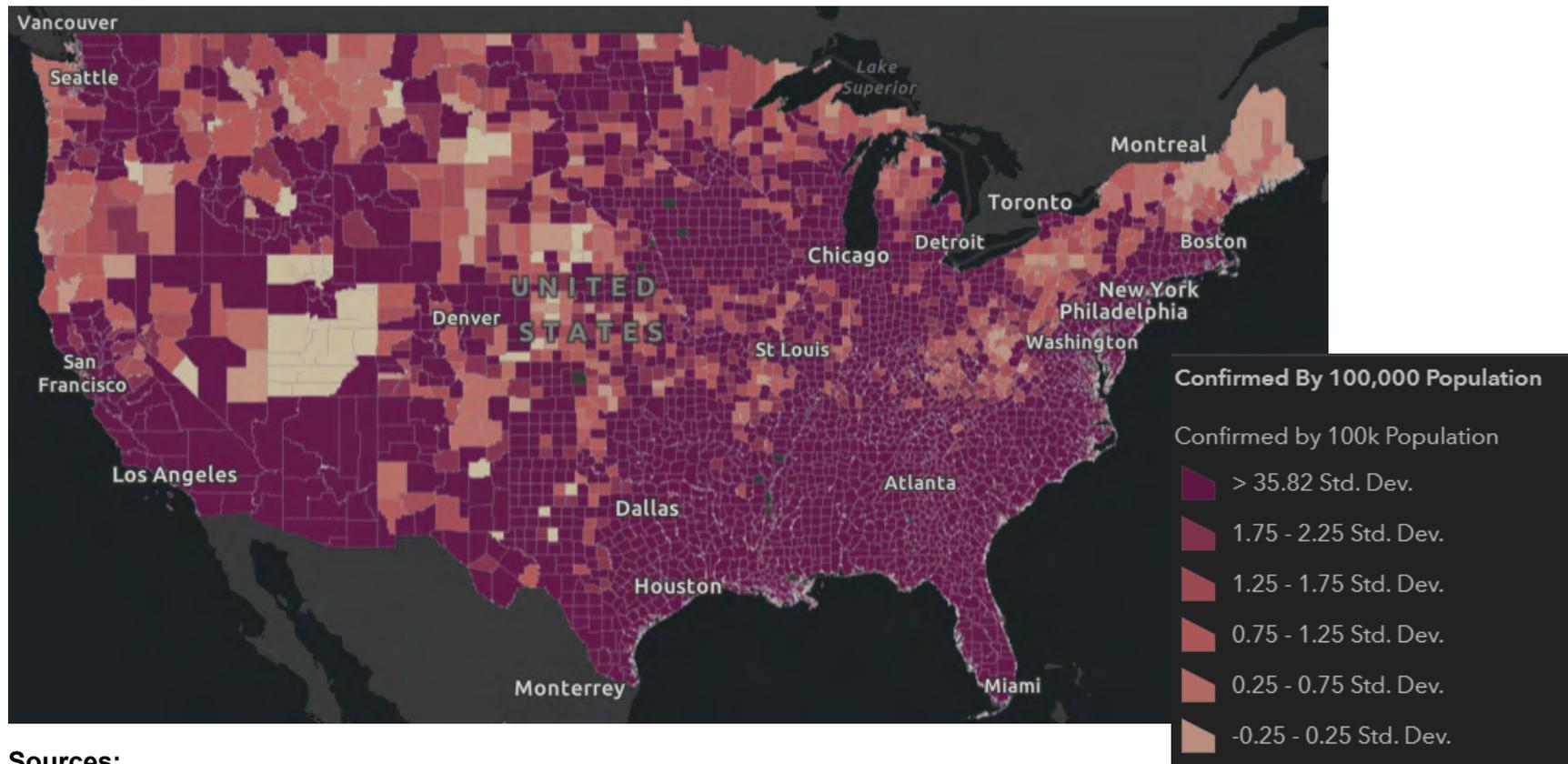


Table of Contents

- **National and California Data**
- **SFHSS Specific Data**
- **Health Plan Benefits**
- **Dental Plan Benefits**
- **Emotional Support Resources**

United States View—Snapshot

- According to the CDC, as of 8/12/2020 there are 163,651 deaths in the U.S.
- Following is a snapshot view of cases per 100,000 population in the U.S.



Sources:

<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html> (8/12/2020)

Johns Hopkins Coronavirus Resource Center <https://coronavirus.jhu.edu/us-map> (8/12/2020)

United States View—Since Inception

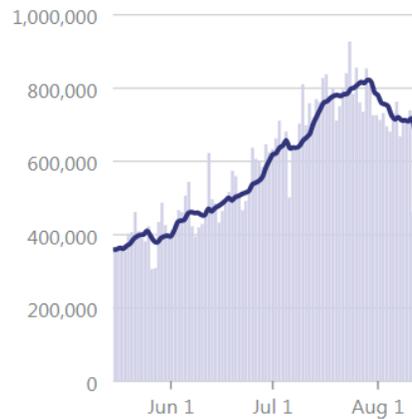
- Testing has steadily increased while new cases and hospitalizations have hit a second peak

National Overview

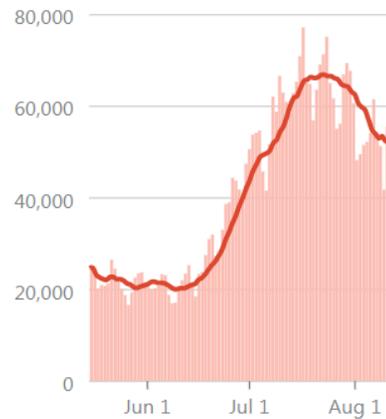
Last 90 days Full range

— National 7-day average

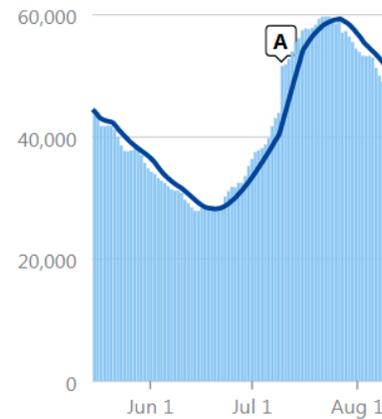
New tests



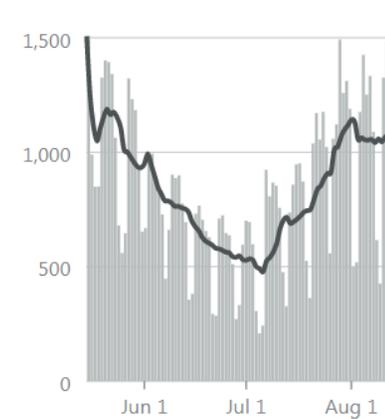
New cases



Current hospitalizations (Notes)



New deaths



[Chart information and data](#) ↓



Source: The COVID Tracking Project <https://covidtracking.com/data> (8/12/2020)

California View—Snapshot

- According to the CDC, as of 8/11/2020 there are 10,648 deaths in California

California

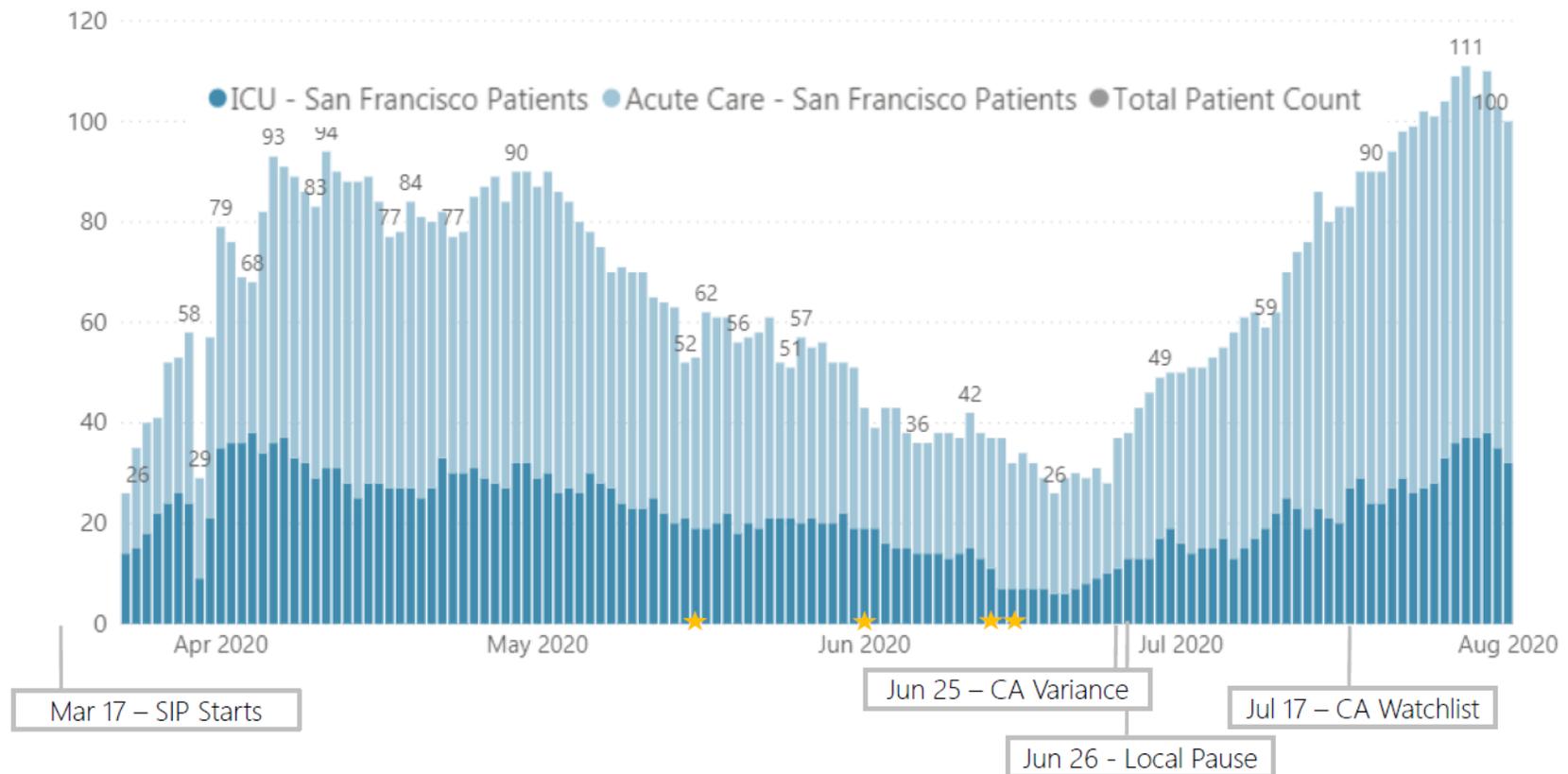
Current data quality grade: 

Cases	Tests		Hospitalized		In ICU		On Ventilator		Outcomes		Total Test Results Positive + Negative
	Negative	Pending	Currently	Cumulative	Currently	Cumulative	Currently	Cumulative	Recovered	Deaths	
586,056	8,717,411	N/A	6,647	N/A	1,873	N/A	N/A	N/A	N/A	10,648	9,303,467

State's last reported update time: 8/11/2020 00:00 [ET](#)

Source: The COVID Tracking Project <https://covidtracking.com/data> (8/12/2020)

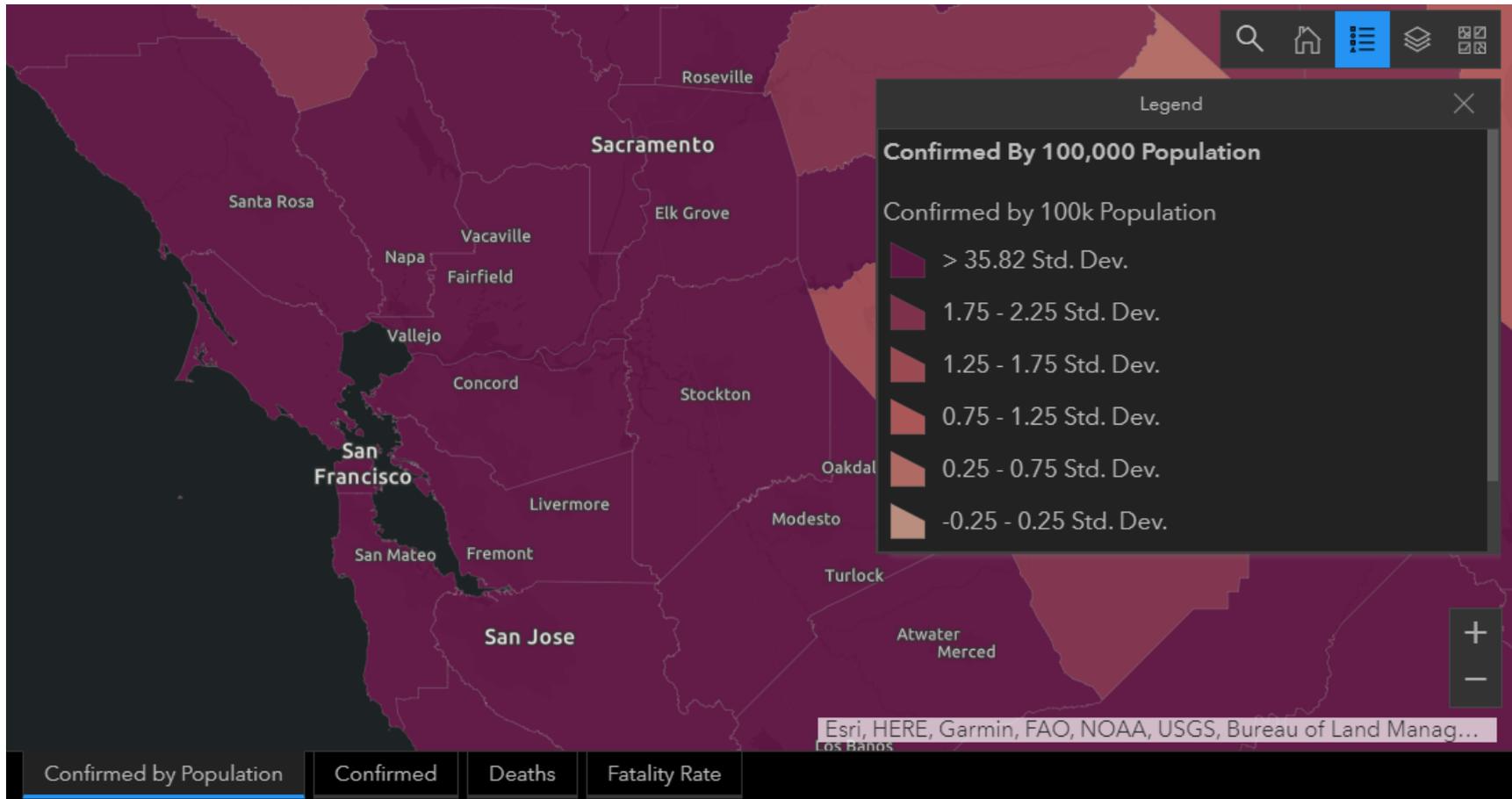
California Hospitalizations and Response



- March 17—Shelter In Place
- June 25—San Francisco receives Stage 2 + variance status
- June 26—Pause in opening per San Francisco Health Order
- July 17—Forced pause, placed on California Watchlist

Bay Area View—Snapshot

- Following is a snapshot view of cases per 100,000 population



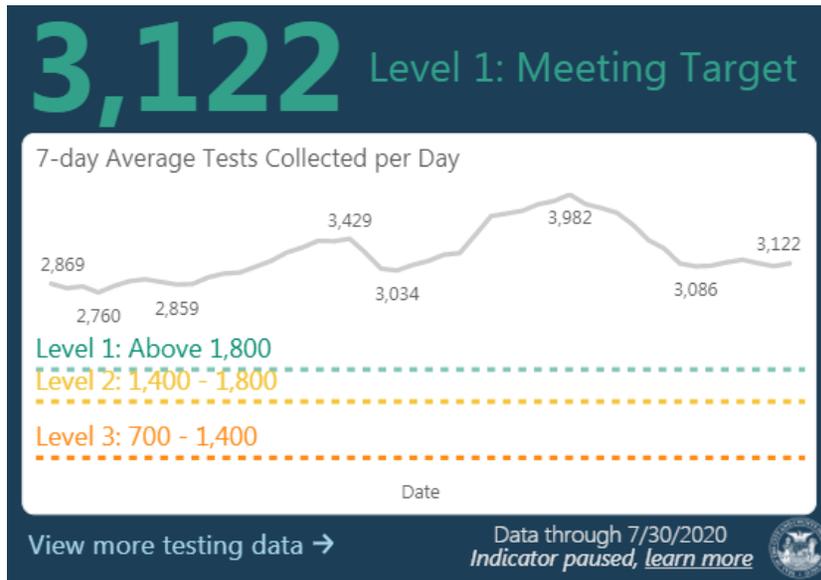
Source: Johns Hopkins Coronavirus Resource Center <https://coronavirus.jhu.edu/us-map> (8/12/2020)

San Francisco View—Snapshot

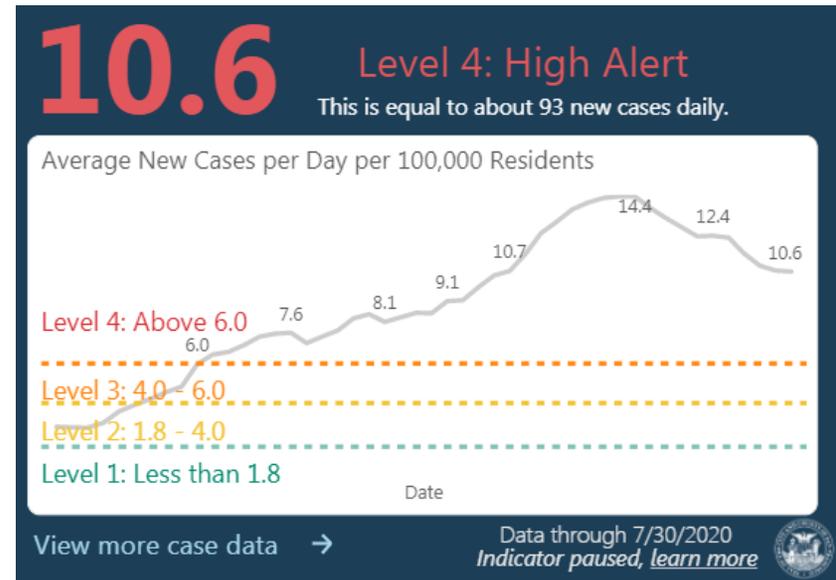
Total COVID-19 Positive Cases Reported	Total Deaths	Gender Distribution of Positive Cases			Total COVID-19 Tests Collected
		Female	Male	Unknown	
7,834	67	44%	55%	1%	302,175

Data through 8/9/2020, updated daily

7 Day Average Tests Collected Per Day



Average New Cases Per Day Per 100,000 Residents



Source: <https://data.sfgov.org/stories/s/fjki-2fab>

CityTestSF Data—CCSF Employees

- As of June 20, CityTestSF has provided 5,389 tests for City employees

Tests Provided By Enrolled Health Plan	
Blue Shield of California	2,090
Kaiser Permanente	3,130
UnitedHealthcare City Plan	169
Total	5,389

SFHSS Specific Data

Cases:	Blue Shield of California (BSC) as of 6/30	Kaiser as of 7/31 ^[1]	UnitedHealthcare (UHC)	
			Non-Medicare as of 7/17	Medicare as of 7/19
Confirmed	NR	NR	17	86
Probable	NR	NR	1	10
Possible	NR	NR	7	12
Total	13	NR	25	108
Test Results:				
Positive	NR	174	10	9
Negative	NR	7,359	147	458
Inconclusive / Unknown	NR	NR	152	922
Total	1,201^[2]	7,533	309	1,389

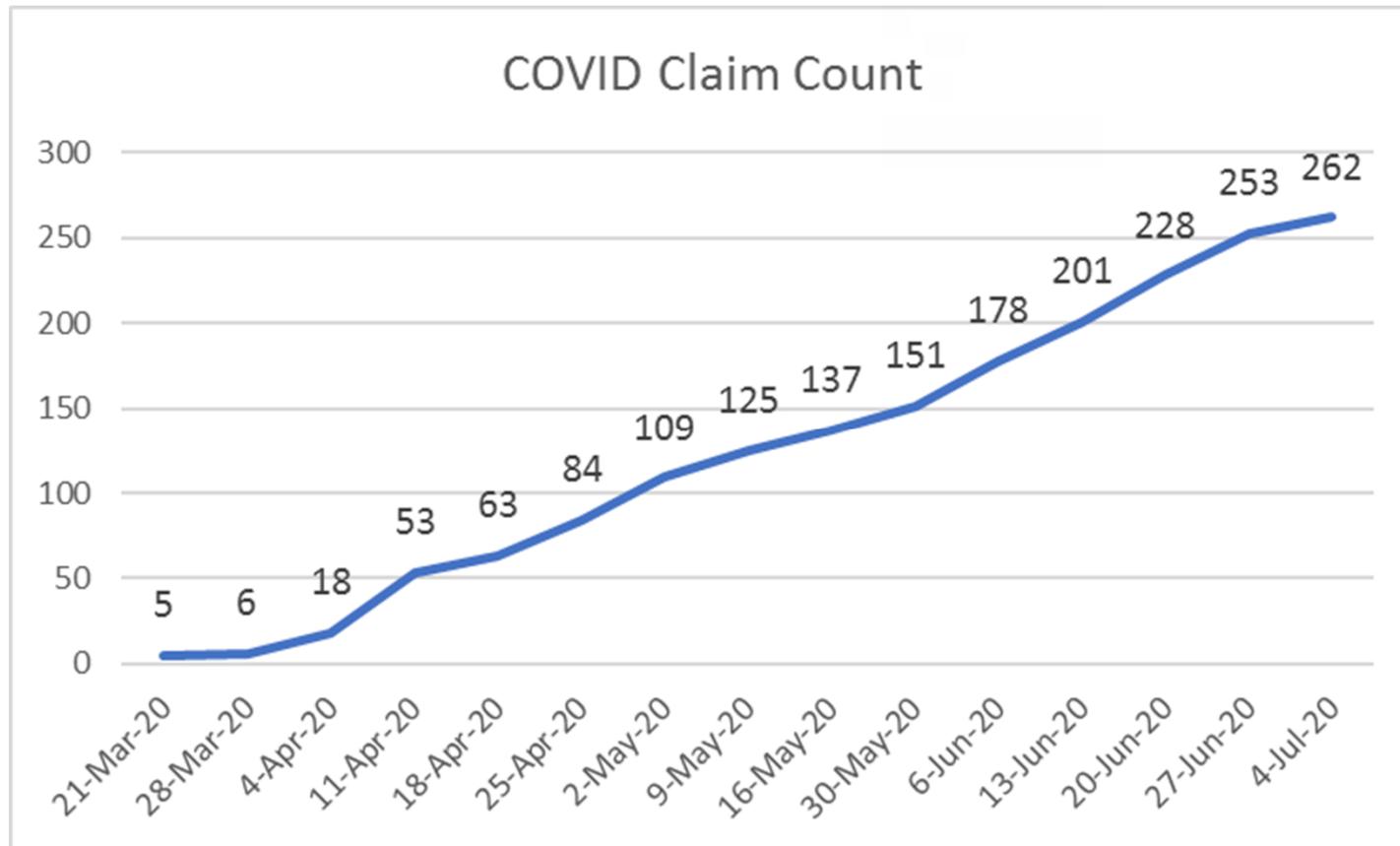
NR = Not Reported

[1] Does not represent unique members

[2] May be underreported due to claim submission lag

SFHSS Specific Data—BSC

- For March 1 through June 30, 2020, BSC has paid out \$198K over 1,873 claims in claims, including tests and hospitalizations



SFHSS Specific Data—Kaiser (All Members)

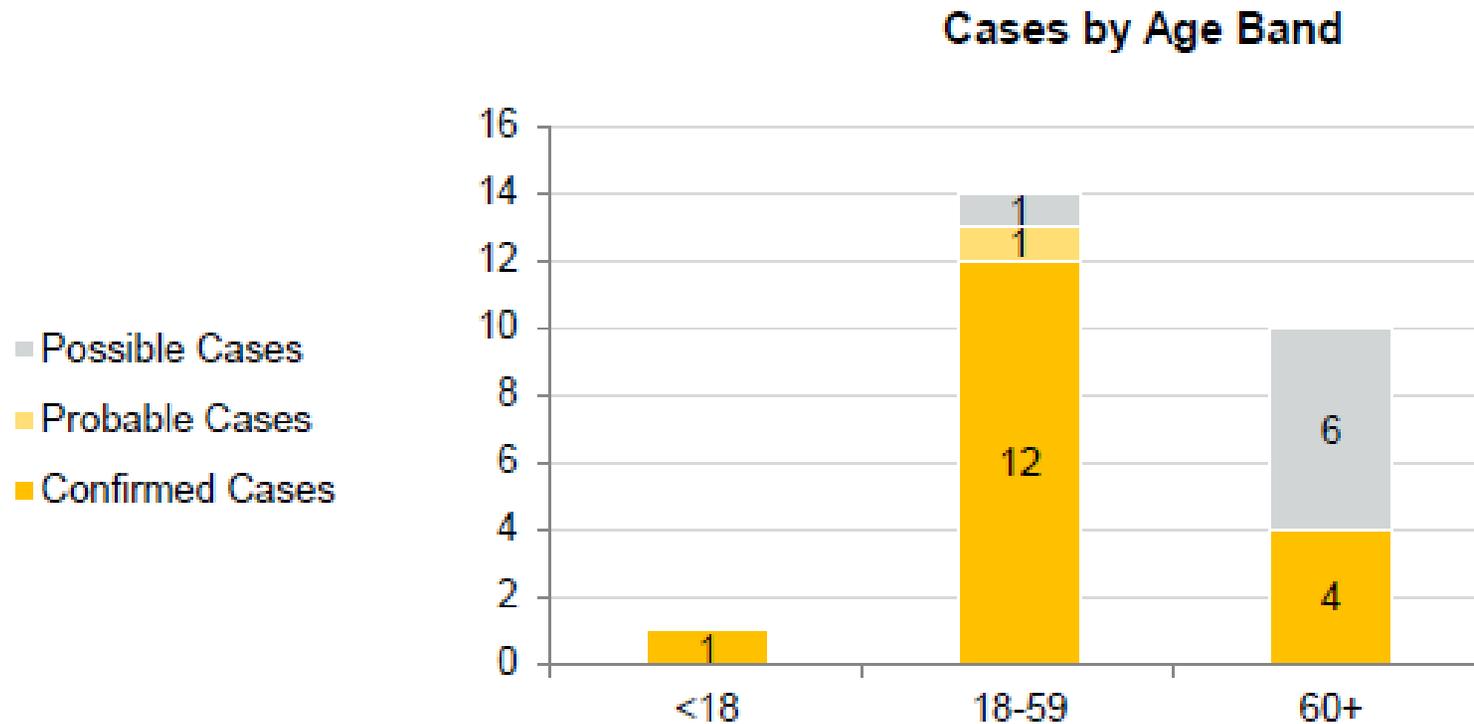
- As of July 31 there are 6 members hospitalized for COVID-19, none are in ICU (includes active employees, early retirees, and Medicare retirees)

Date	# of Members Hospitalized ^[1]	# of Members in ICU ^[1]
March 2020	7	3
April 2020	5	0
May 2020	3	0
June 2020	4	2
July 2020	6	0

[1] Includes members in Kaiser-owned facilities, does not represent unique members

SFHSS Specific Data—UHC Non-Medicare

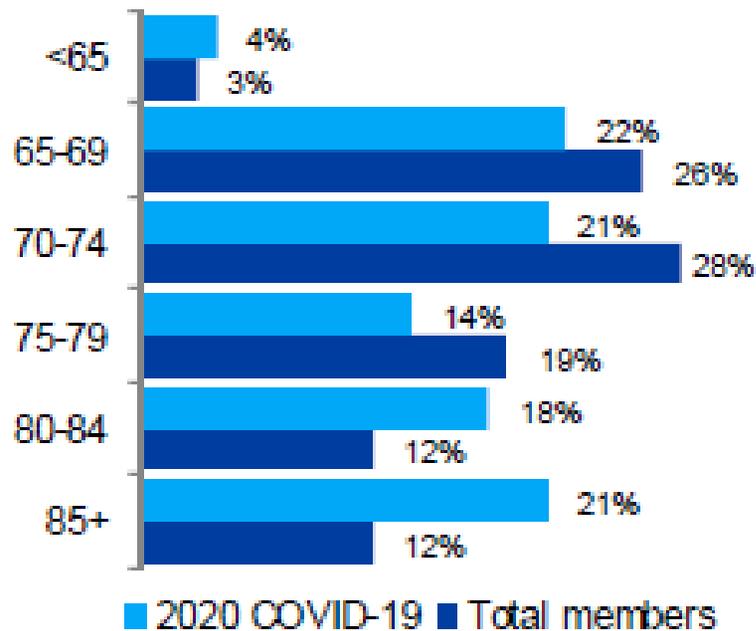
- As of July 17, 2020, UHC has paid out \$20K in claims for testing and \$167K in claims for treatment
- Additionally, UHC provided the following breakdown of cases by age band



SFHSS Specific Data—UHC Medicare

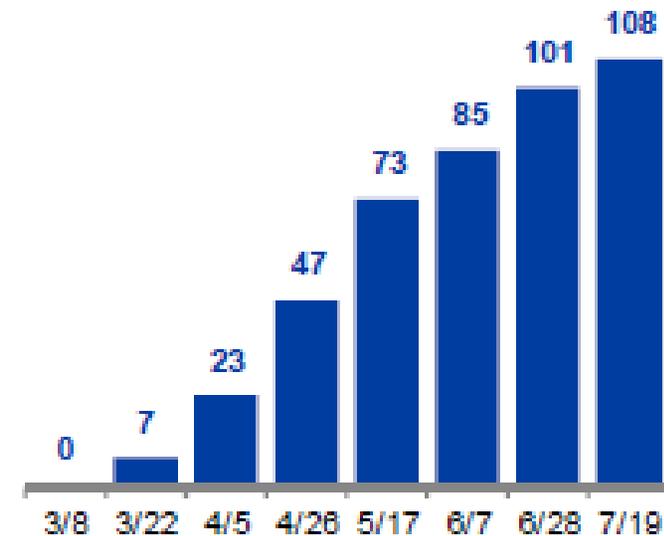
- As of July 19, 2020, UHC provided the following stats:

Demographic for individuals with COVID-19 related services



Accumulated individuals with a COVID-related diagnosis

based on service date of claim



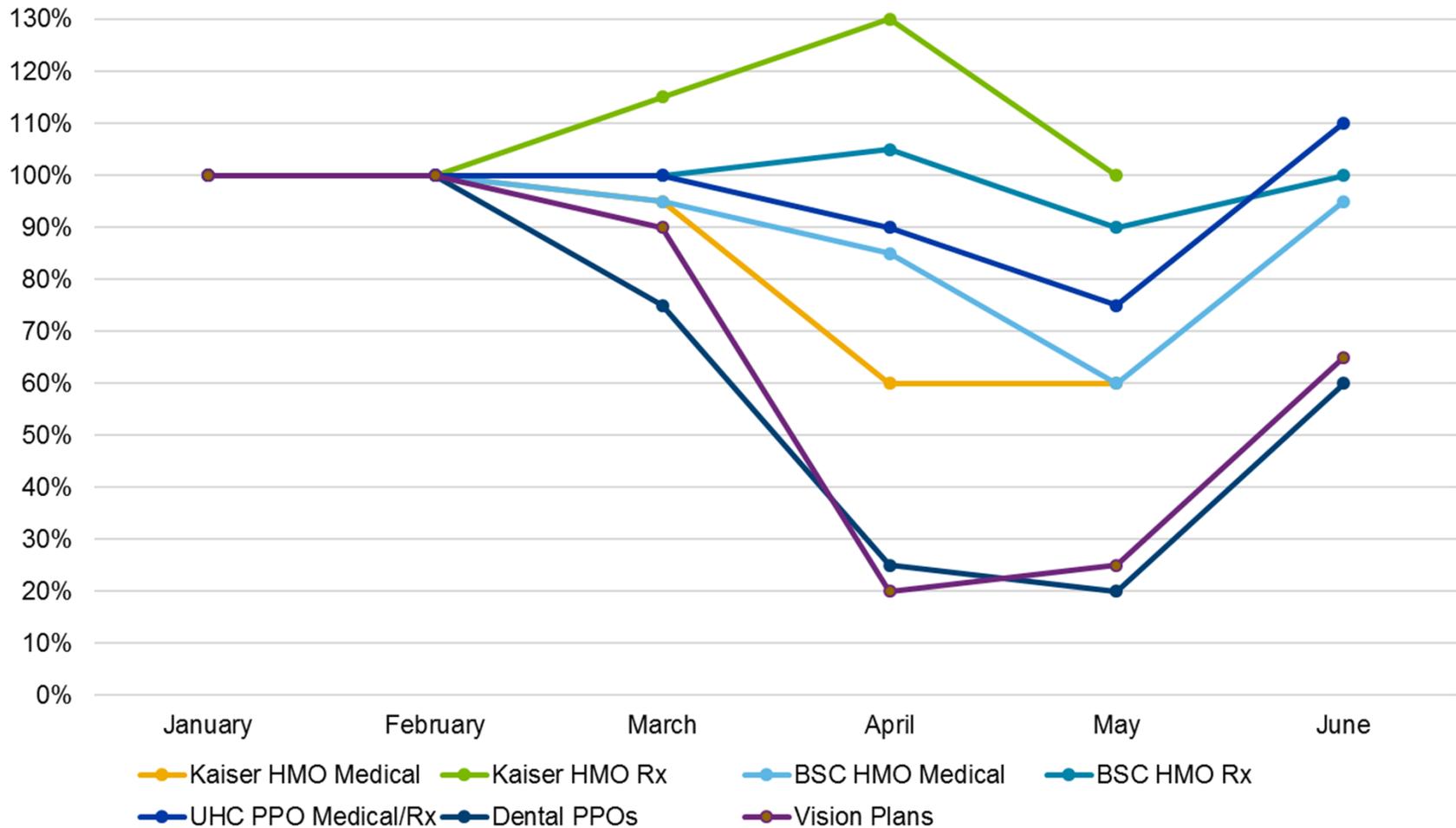
- “COVID-19 related services” in the first graphic includes testing and treatment

SFHSS Specific Data—Claim Suppression Impacts

- As shelter-in-place / stay-at-home orders played out starting mid-March in the Bay Area, SFHSS saw lower levels of claim activity in its health plans in the March to June 2020 timeframe
- This “claim suppression” is due to several factors, including but not limited to health practitioner practice temporary closures, elective procedure deferrals, and certain care avoided (e.g., sports injuries not occurring)
 - Some deferred care is expected to return in the second half of 2020, but it is too early to tell how much this will impact SFHSS health plan claim levels during the second half of 2020

SFHSS Specific Data—Claim Suppression Impacts

Percentage of "Typical" Non-Pandemic Expected Claims by Month



NOTE: Kaiser June data not yet available

COVID Health Plan Benefit Info (as of 8/10/2020)

	BSC	Kaiser	UHC Non-Medicare	UHC Medicare
Early Rx Refills Available?	Yes	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	Yes, through 8/31/2020	Yes, through 8/31/2020
Tele-Medicine	Via PCP: Copays waived Via Teladoc: No copay	No copay (no end date on this)	Copays waived through 10/22/2020	Copays waived through 10/22/2020
Tele-Behavioral Health	No copay	No copay (no end date on this)	Non-COVID related copays waived through 9/30/2020 COVID related copays waived through 10/22/2020	Non-COVID related copays waived through 9/30/2020 COVID related copays waived through 10/22/2020
Testing / Diagnostics	Copays waived	Copays waived (through 2020)	Copays waived through 10/22/2020	Copays waived through 10/22/2020
Treatment	Copays waived for treatment between 3/31/2020 – 12/21/2020	Copays waived (through 2020)	Copays waived through 10/22/2020	
Specialist and Primary Care		Copays waived (through 2020)		Copays waived 5/11/2020 through 9/30/2020
Other	https://www.blueshieldca.com/coronavirus/your-coverage	https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information	Emotional support line available: 1-866-342-6892 Sanvello: On-demand emotional support mobile app, free to members https://www.uhc.com/health-and-wellness/health-topics/covid-19	

Testing—Blue Shield of California (BSC) Response

- **Blue Shield of California (BSC)** provides access COVID-19 screenings, with no prior approval required, via:
 - Virtually using telehealth
 - In a doctor's office (contact your PCP)
 - At an urgent care center
 - In a hospital (including emergency room)
 - COVID-19 testing that's recommended by a doctor
 - Within San Francisco providers are currently following the San Francisco Department of Public Health's July 21, 2020 four-tier testing guidance for testing
 - Outside of San Francisco members should contact their physician to determine that county's testing protocol and be directed to a testing site
 - For assistance finding a testing center, members should call their primary care provider or physician group

Testing—Kaiser Permanente (Kaiser) Response

- **Kaiser Permanente (Kaiser)** has worked to address testing needs in multiple ways:
 - Internalized nearly all of the testing and built a new laboratory to accommodate these tests
 - Elected to have testing equipment / reagents from multiple vendors to be prepared for supply chain concerns
 - Carefully monitored testing criteria and volumes to prioritize patients with the greatest needs.
 - If a member feels they need to be tested they can call the Appointment and Advice Call Center, they will be guided through a specific screening protocol over the phone to assess the need for the patient to be tested and either facilitate a call with their physician or direct them to a KP testing site.
 - A member can also access an online assessment or e-visit through our member website at <https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information>

Testing—Kaiser Permanente (Kaiser) Response (continued)

- While we have enough tests for members who need them and are working hard to increase our supply, there is still a nationwide shortage. To increase access to testing, members can get tested outside Kaiser Permanente and submit their claim to Kaiser Permanente for reimbursement. To be eligible for claims reimbursement, testing must meet these requirements.
 - Be authorized by an attending health care provider who is licensed under state law and directly responsible for providing patient care.
 - Must be administered by a licensed health care provider.
 - Tests used must be authorized by the FDA, or the developer must have requested an emergency use authorization from the FDA.
 - To be reimbursed for a COVID-19 test taken at a lab outside Kaiser Permanente, members should go to www.kp.org/coverageandcosts

Testing—UnitedHealthcare (UHC) Response

- **UnitedHealthcare (UHC)** Medicare and Non-Medicare is committed to helping people protect their health by expanding access to care, support and resources during this unprecedented time. By going to the myuhc.com pre login website people may use the online symptom checker to assess their risk for COVID-19 and get treatment options.
 - The Test Location tool helps individuals find a COVID-19 diagnostic test location in their area. In most test locations they will ask for a script from a provider. Use the telehealth option to contact a provider for a script.
 - For members, by signing in to myuhc.com there are additional resources and care information access to member benefits.

Testing—CityTestSF Response

- All City health plans with San Francisco Health Service System (SFHSS) will provide priority testing for First Responders and Health Care Workers who are insured with Kaiser Permanente, Blue Shield of California or United Healthcare.
- First Responders and Health Care Workers who are displaying symptoms of COVID-19 (fever, cough, or shortness of breath) will be prioritized for COVID-19 testing. The process is outlined on the following slide.

Testing—CityTestSF Response (continued)

- If you are a first responder or healthcare worker who is experiencing COVID-19 symptoms, you should contact your primary care physician's office.
 - Kaiser members should call the Advice Line at [\(866\) 454-8855](tel:8664548855).
 - Blue Shield of California or United Healthcare members should call their primary care physician (PCP).
- You should self-identify as a City and County of San Francisco First Responder or Healthcare Worker and explain your symptoms. They will use that information to prioritize testing for you.
- If testing is necessary as determined by the healthcare provider, the physician will direct the employee to a testing facility where they can receive priority testing.

Testing—CityTestSF Response (continued)

- In order to assist you in this process with your health care provider, additional resources are also available to support you, including:
 - The public employee nurse triage line is available to you to discuss any symptoms you are experiencing or provide other health guidance. They can be reached at [**\(855\) 850-2249**](tel:8558502249). Public safety employees, please contact [**\(866\) 932-5321**](tel:8669325321).
 - The Police and Fire Department's physicians remain available to assist with their employees who may have questions.

Testing—CityTestSF Response (continued)

- Employees who are frontline or essential workers have access to CityTestSF. Frontline and essential workers are defined as employees who cannot telecommute and must leave their homes in order to do their jobs or disaster service workers on assignment outside of their homes. CityTestSF provides rapid appointments for these employees if they:
 - Feel sick or symptomatic
 - Do not pass the daily health screening
 - Need a test at least 48 hours after a close contact exposure

- CityTestSF is also the testing site available for vulnerable San Francisco residents without health insurance who lack testing options. For this reason, appointments with CityTestSF should be limited to the above detailed circumstances to make sure this critical resource is available to those most in need.
 - If you are not a frontline or essential worker, or if you do not have a confirmed exposure, please take advantage of testing that is available through your city-sponsored healthcare provider.

Testing—CityTestSF Response (continued)

- CityTestSF appointments can be made by visiting <https://sf.gov/find-out-how-get-tested-coronavirus>.
- **City and County of San Francisco employees seeking a COVID test for any other reason other than those listed above, please obtain your care and testing through your city-sponsored healthcare provider.** By receiving a COVID test with your own healthcare provider, it supports maintaining the required and timely testing needed for San Francisco's vulnerable and in-person workforce.

Dental / PPE

- For active and retired members seeking dental care, enhanced personal protective equipment protocols will be used by providers
- Following is an outline of when a provider may charge a separate fee for personal protective equipment

	Network Providers	Non-Network Providers
Delta Dental —Active PPO	May not charge (includes PPO and Premier providers)	May charge ^[1]
Delta Dental —Retiree PPO	May not charge (includes PPO and Premier providers)	May charge ^[1]
Delta Dental —DeltaCare HMO Active and Retiree	May not charge	N/A
UHC —Dental HMO Active and Retiree	May not charge	N/A

[1] Typically \$10 – \$25 per visit

SFHSS Resources

- **Employee Assistance Program:** The Employee Assistance Program (EAP) is dedicated to significantly contributing to a healthier work environment and employee well-being. Offering a variety of confidential counseling, consultation, coaching & education services, EAP counselors are licensed therapists with many years of diverse experience in mental health, business and as City employees. <https://sfhss.org/eap>

- **COVID-19 Well-Being Resources:** As California follows COVID-19 shelter-in-place and physical distancing orders, we are all experiencing changes to the way we live and work. Adjusting to the 'new normal' can be difficult for many, but practicing self-care can help us through the constant changes. The SFHSS Well-Being Team continues to work with our city partners to take steps to reduce the spread and impact of the illness. Below, you will find resources and tips to help you and your family during this pandemic.
<https://sfhss.org/covid-19-well-being-resources>

Other Emotional Support Resources

- If you need help right away—for yourself or a loved one—call 911 or use the emergency numbers below.

SFHSS Employee Assistance Plan	Substance Use Helpline	National Domestic Violence Hotline	National Suicide Prevention Lifeline
(628) 652-4600 or (800) 795-2351	1-855-780-5955	1-800-799-7233 1-800-787-3224 (TTY)	1-800-273-8255 1-800-799-4889 (TTY) Online Lifeline Chat
Employee Assistance Counselors are available for individual confidential telephone counseling and consultations. Our phones are answered 24 hours a day, 7 days a week	If you feel that you or a loved one are experiencing signs of addiction, call the confidential helpline to get 24/7 support and guidance on treatment options and coverage.	Call for crisis intervention, information, and referrals to local services for victims of domestic violence.	If you or someone you know is in suicidal crisis or emotional distress, get emergency help right away. Contact the lifeline for 24/7, free, and confidential support and crisis intervention.

Other Emotional Support Resources (continued)

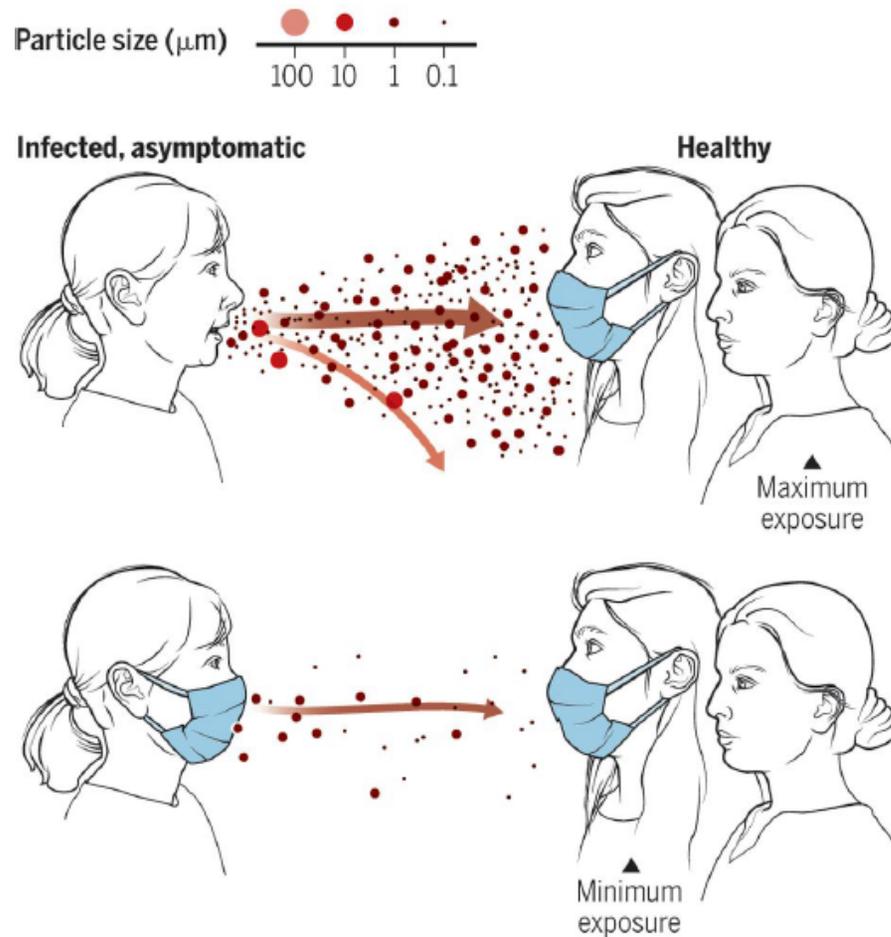
- If you need help right away—for yourself or a loved one—call 911 or use the emergency numbers below.

National Parent Hotline	National Sexual Assault Hotline	National Center for Victims of Crimes	Safe Call Now (for public safety employees)
(855) 427-2736	(800) 656-HOPE (800) 656-4673	(202) 467-8700	(206) 459-3020
<p>Being a parent is a critically important job, 24 hours a day. It's not always easy.</p> <p>The National Parent Hotline provides emotional support from a trained advocate to become an empowered and a stronger parent.</p>	<p>RAINN (Rape, Abuse & Incest National Network) is the nation's largest anti-sexual violence organization. RAINN created and operates the National Sexual Assault Hotline in partnership with more than 1,000 local sexual assault service providers across the country.</p>	<p>The National Center is, at its core, an advocacy organization committed to—and working on behalf of—crime victims and their families.</p>	<p>Safe Call Now is a confidential, comprehensive, 24-hour crisis referral service for all public safety employees, all emergency services personnel and their family members nationwide.</p>

Mask Information

Masks reduce airborne transmission

Infectious aerosol particles can be released during breathing and speaking by asymptomatic infected individuals. No masking maximizes exposure, whereas universal masking results in the least exposure.



GRAPHIC: V. ALTOUNIAN/SCIENCE