



HEALTH SERVICE BOARD CITY & COUNTY OF SAN FRANCISCO

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HEALTH SERVICE BOARD MEETING

NOTICE and REGULAR MEETING AGENDA

Thursday December 13, 2018, 1:00 p.m.
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

1. **CALL TO ORDER:1:05pm**

2. **PLEDGE OF ALLEGEIANCE**

3. **ROLE CALL**

President Karen Breslin
Commissioner Wilfredo Lim
Commissioner Sharon Ferrigno (arrived at 1:45pm)
Commissioner Randy Scott
Rafael Mandelman

Excused: Vice President Stephen Follansbee, M.D

4. **APPROVAL (with possible modifications) OF THE MINUTES OF THE MEETINGS SET FORTH BELOW: (Action)**

Documents attached: Meeting minutes from October 11, 2018 and November 8, 2018. The minutes are located on the SFHSS website at:

October: http://www.myhss.org/downloads/board/regular_meetings/2018/RM_101118_M.pdf

November: http://www.myhss.org/downloads/board/regular_meetings/2018/SM_110818_M.pdf

President Breslin affirmed that the Commissioners had reviewed the Regular Meeting Minutes from October 11, 2018, as well as the Special Meeting Minutes from November 8, 2018. President Breslin then asked if the Commissioners would like to change, or add to, either draft meeting minutes. Commissioner Scott requested to edit the October 11, 2018 minutes, page 13, third bullet from the bottom of the page, be re-written as: "At this point the governance terms of reference are wholly sufficient to cover the conduct of the Board during the blackout period."

Action Taken: The Health Service Board unanimously approved the minutes with edits.

Ayes: Breslin, Lim, Scott, Mandelman

Nays: (none)

5. GENERAL PUBLIC COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION: (Discussion)

Diane Ulrich, a retiree, greeted the Board, and asked for some clarity regarding TV commercials that are aired on local channels concerning Medicare Advantage plans. Ms. Ulrich was curious about a few services the Medicare Advantage plans offered their members. Ms. Ulrich mentioned two types of services- home health aides and free transportation to medical appointments. Ms. Ulrich wanted to know if the Board would work with Kaiser so that this plan could also offer both services, transportation and health aides, to their members. President Breslin confirmed that the Board and the SFHSS team would look into these two service options with United Healthcare and with Kaiser. President Breslin asked the Plan Representatives if they could add any updates to these discussion topics.

Kate Kessler, Vice President of Kaiser Permanente, confirmed that these two services have been discussed among the Kaiser team and the SFHSS Leadership team. Ms. Kessler further mentioned that there are currently community service programs providing transportation services to some of the Kaiser members. The next step for the Kaiser team is focused on building the communication strategies for these services to the SFHSS members. Ms. Kessler noted that Kaiser does not offer transportation for all member service needs, and these services vary by individual member needs.

Commissioner Scott asked Ms. Kessler if Kaiser offers support with attaining or funding the Home Health Aide service. Ms. Kessler confirmed that Kaiser does partner with community programs that do offer these services.

Ms. Gale Al, a retired teacher, shared her opinion on the issue of transportation. She stated that the cost of transportation to various appointments are very costly for a retired person. Ms. Al asked that SFHSS, and the Board, do what they can to make transportation options available to all members.

6. PRESIDENT'S REPORT: (Discussion)

President Breslin had nothing to report.

7. DIRECTOR'S REPORT: (Discussion)

Documents attached: Director's Report is located on the SFHSS website at:

http://www.myhss.org/downloads/board/regular_meetings/2018/RM_121318_Directors_Report.pdf

Executive Director Yant stated that her report would be short due to the fact that a majority of her updates would be addressed with two other items on the agenda. Executive Director Yant directed the Board's attention to an important staffing update. She stated that the Well-Being Manager, Stephanie Fisher, would be leaving the SFHSS agency the following week for personal reasons. Executive Director Yant asked the Board if they wanted to take a few moments to share their thanks with Ms. Fisher.

Executive Director Yant spoke first, recognizing the accomplishments Ms. Fisher completed over the past five years. Executive Director Yant mentioned a few of these milestones. She noted the initial conception of the Well-Being program, to the growth of the program through many city partnerships, to numerous health/well-being campaigns, and various physical training classes. Ms. Fisher created a city-wide Well-Being Phenomenon for all members. At the end of her remarks, Executive Director Yant presented Ms. Fisher with a bouquet of flowers and a certificate of Achievement and Excellence.

Commissioner Scott thanked Ms. Fisher for her time and dedication as the SFHSS Well-Being Manager. Commissioner Scott also thanked Ms. Fisher for all her hard work on behalf of the SFHSS members, the partners and vendors, as well as the San Francisco City Agencies.

Supervisor Mandelman then presented Ms. Fisher with a Certificate of Honor from the San Francisco Board of Supervisors, thanking Ms. Fisher for her service.

Ms. Fisher expressed her appreciation to the Commissioners, the SFHSS team and the Well-Being associates, for their support, patience and energy over these past five years. She shared that she is going to miss all the people she works with, and the work itself, however, she is happy to be leaving the program with Carrie Beshears, and Executive Director Yant. Ms. Fisher shared that Carrie Beshears, Assistant Manager of the Well-Being program, would be taking over as Acting Manager during the recruitment process.

PUBLIC COMMENT:

Claire Zvanski, RECCSF, also thanked Ms. Fisher for all her positive energy over the past 5 years, and all of the work she did with the Retired SFHSS members. Ms. Zvanski shared that Ms. Fisher brought social events, physical activities, flu shot clinics, open enrollment events, and other fun things to the RECCSF meetings. Ms. Zvanski stated that Ms. Fisher will be missed by many SFHSS retired members, including herself.

8. OPEN ENROLLMENT REPORT- UPDATES ON SELF SERVICE and MIGRATIONS: (Discussion)

Documents attached: Open Enrollment Report is located on the SFHSS website at:

http://www.myhss.org/downloads/board/regular_meetings/2018/RM_121318_Open_Enrollment_Report_October_2018.pdf

Chief Operating Officer, Mitchell Griggs, presented the Open Enrollment presentation to the Commissioners. In this presentation he covered the following areas:

- Member Call Center- inbound calls, speed of answer, abandonment rate
- Office visits- total in person events over the course of 22 days
- Off-site Event Assistance- the number of members met in other locations
- Inbound paper applications
- Medical, Vision and Dental plan enrollment and plan migrations
- Voluntary Benefit plan enrollment and migration
- Self-Service portal experience exceeded expectations
- Next steps for Open Enrollment planning

Commissioner Scott congratulated Mr. Griggs for another successful year “on the books” for Open Enrollment, and he also congratulated him on the first year of eBenefits/self-service portal. Commissioner Scott noted that this year the Health Service Board Email has not seen many emails regarding the enrollment process, which is a step in a positive direction from previous enrollment periods.

PUBLIC COMMENT: None.

9. HSS FINANCIAL REPORTING AS OF SEPTEMBER 30, 2018: (Discussion)

Documents attached: Financial memo, Report for the Trust Fund, Report for the General Fund Administration Budget are located on the SFHSS website at:

http://www.myhss.org/downloads/board/regular_meetings/2018/RM_121318_Financial_Report.pdf

Pamela Levin, Chief Financial Officer, presented the following updates. The Financial memo summarized the revenues and the expenses of the Employee Benefit Trust Fund (Trust Fund), the General Fund Administration Budget for the time period of July 1, 2018 to October 31, 2018, as well as fiscal year-end projections through June 30, 2019. Ms. Levin noted on June 30, 2018, the Trust Fund balance was \$77.4 million. Based on activity through October 2018, the fund balance is projected to be \$72.2 million as of June 30, 2019. The projected \$5.2 million decrease in fund balance includes reserves for unpaid claims and is a result of health plan performance.

Ms. Levin also reported on the General Fund Administration Budget and based on the financial results for the first four months of the FY 2018-19, a year end balance of \$0.2 million is projected.

Please see the full report to review the performance of the Trust Fund and the General Administration budget.

At the conclusion of the presentation Commissioner Scott asked for an update regarding the KPMG Fiscal Audit. Ms. Levin shared that the City's audit timeline is delayed, and the audit reports are expected in December. Ms. Levin also shared that the SFHSS Management team and the Aon team, are working to improve some internal procedures to ensure this process is smoother next year.

PUBLIC COMMENT: There were no public comments to report.

10. SOCIAL DETERMINANTS OF HEALTH PRESENTATION: (Discussion)

This presentation has been postponed to another meeting date in 2019. Please check our website and meeting agendas for the rescheduled date.

11. MEDICARE ADVANTAGE (MA) MARKETPLACE OVERVIEW (Aon): (Discussion)

Documents attached: Medicare Advantage Marketplace Overview presentation is located on the SFHSS website at:

http://www.myhss.org/downloads/board/regular_meetings/2018/RM_121318_Medicare_Advantage_Marketplace_Overview.pdf

Mike Clarke, Aon, presented the Medicare Advantage Marketplace Overview to the Board. He shared some history on the SFHSS Medicare Advantage relationship stating that in June 2016, the Board voted to transition to two Medicare Advantage plan offerings only (UnitedHealthcare and Kaiser Permanente). This change in plans was implemented on January 1, 2017.

Mr. Clarke's presentation is a snapshot of the current state of the Medicare Advantage marketplace, and the presentation covered the following topics:

I. Medicare Advantage (MA) Plans

- Why Employers Offer MA Plans
- Sources of Savings Versus "Original Medicare"
- Cost and Quality Outcomes Study Results

II. San Francisco Health Service System (SFHSS) Medicare Plans

- History of SFHSS Medicare Plans to Present
- MA Plan Care Models
- Star Rating System
- Linkage to Strategic Plan

III. Medicare Advantage Plans: Conclusions for SFHSS

- MA plans are continually growing market share among all Medicare eligible Americans—SFHSS was an early adopter in this trend, and all 10 counties in SFHSS's annual survey also offer at least one MA plan.
- Movement to exclusively MA plans in 2017 has generated significant savings for SFHSS—Aon estimates \$10 million annually. (*Savings at an actual rate-based cost vs. "What if" no Change estimate at 3 years is about \$30,687,000*)
- The federal government is driving advancements in rewarding providers for cost-effective, high-quality care—MA plans are at the forefront of executing on these advancements. — Medicare payment reform accelerated via passage of MACRA in 2015.

-- Demographic and cost increase trends require creative solutions to sustain government-sponsored health care for Senior Americans— MA plans are an integral component in those solutions into the future.

In regard to the area of the presentation that discussed risk scoring and risk management, Executive Director Yant stated that the Aon team is currently working with the Executive Management team on the SFHSS audit policies and procedures. Executive Director Yant further stated that coding audits are complicated and require a particular expertise that is possibly out of the SFHSS Management team's role. Executive Director Yant recognized that the audit question and the audit responsibility are critical to the plan oversight. Executive Director Yant reassured the Board that SFHSS will provide updates on the audit procedures later in the 2019 year, as well as clarity on whose responsibility it is to conduct these audits.

Commissioner Breslin had questions regarding alleged provider "upcoding" (including a current lawsuit involving a Northern California health system and one of its affiliated medical groups), where health providers may intentionally submit inaccurate patient diagnosis codes with requests for Medicare Advantage plan reimbursements that inflate patient risk scores. This practice if true would lead to higher reimbursements to providers from Medicare Advantage plans, relative to what they would receive upon accurate diagnosis coding.

Mr. Clarke acknowledged these concerns and indicated SFHSS may have the potential to assess claim coding via its Truven data warehouse system – but this takes time to uncover because of the uncertainty of being able to determine whether coding for given patients is appropriate by health care providers. Mr. Clarke shared that the SFHSS team meets with both UnitedHealthcare and Kaiser Permanente approximately quarterly to review aggregated Medicare Advantage plan cost and utilization information. Plans review any possible discrepancies from suspicion of "upcoding" by providers. In the conclusion of the presentation, Commissioner Scott stated "I guess, the Medicare Advantage plans are the right choice" for serving member needs, but now there is a cost balancing challenge with the City Plan as a result.

PUBLIC COMMENT:

Dennis Kruger, retired firefighter, had some questions and concerns with the United Healthcare Medicare Advantage plans, specifically the logistics of who is responsible to ensure that all your medical records are correlated and organized. Mr. Kruger wanted to know who the person is who is supposed to get your results if you are sent to have a test. Mr. Kruger asked for some clarity on how the plan's system works if you designate a doctor as a primary care physician- does the physician get a fee from our plan to act as the primary care physician? Executive Director Yant and President Breslin explained that in these situations you would go back to the ordering physician to hear your results, and they would be the office keeping your health history.

12. RETIREE SURVEY: (Discussion)

Documents attached: Retiree Survey Presentation is located on the SFHSS website at:

http://www.myhss.org/downloads/board/regular_meetings/2018/RM_121318_2018_Retiree_beingwell_update.pdf

This report was presented by Stephanie Fisher, Well-Being Manager, and Carrie Beshears, Well-Being Assistant Manager. In their presentation they covered the following topics:

1. Retiree Check In: How can we support your well-being (a survey of all retirees)→ This process was detailed in how retirees were surveyed, which method of communication retirees preferred, and what types of services retirees actually want. With these results the Well-Being Department put together a list of the top emotional needs/topics and health needs/topics that ranked highest within the retiree population.
 - The highest-ranking topics were: brain health, physical activity, healthy eating, breathing and stretching, sleep, and weight.

2. Sharing Retiree Survey Results and Resources

- Booklet
- Website
- Campaign

3. In-Person Retiree Activities

PUBLIC COMMENT:

Commissioner Lim thanked Stephanie for all her hard work and dedication to the Well-Being program. He thanked her for her leadership and stated that almost everybody in the city will miss Stephanie for her leadership and for her foresight when it comes to program development.

13. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES: (Discussion)

PUBLIC COMMENT:

Anne Thompson, Aon, shared that an associate, Won Andersen, was no longer with the Aon team.

Kate Kessler, Vice President Kaiser Permanente, shared some updates on the strike regarding the National Union of Healthcare Workers, and its impact on the Kaiser facilities and services. Ms. Kessler confirmed that the strike was to conclude at 6:00am on Saturday (12/15/18) morning. Ms. Kessler also mentioned that there is a sympathy strike happening with CNA and the Union of Operations Local 39. Ms. Kessler reassured that Board that Kaiser was doing all they could to provide services to all members during the strike. It was stated that all Kaiser facilities are open, and all services are being performed.

Ms. Kessler clarified that there may be some routine surgeries or routine appointments that may have been rescheduled. If there were cases of rescheduling, Kaiser customer service team contacted those people directly. Ms. Kessler also shared that Kaiser has contracted outside mental health providers to manage the care needs during the strike. There are also traveling nurses in the field to manage any nursing needs.

14. OPPORTUNITY FOR THE PUBLIC TO COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION: (Discussion)

PUBLIC COMMENT:

Claire Zvanski, RECCSF, wanted to wish all the SFHSS team and the Board Commissioners a happy holiday and a Happy New Year. Ms. Zvanski is looking forward to a new year with possible new services and benefit changes.

Herbert Weiner, retiree, wanted to share that he has some concerns about the United Healthcare fees retirees face when they have lab tests completed. Mr. Weiner is hopeful that the co-pays and the lab fees can be negotiated to a lower cost in the next rates and benefits cycle.

15. OPPORTUNITY TO PLACE ITEMS WITHIN THE BOARD'S JURISDICTION ON FUTURE AGENDAS: (Discussion)

PUBLIC COMMENT: None.

16. ADJOURNMENT: 3:01pm

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 as designated on the agenda.

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.

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.

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 and committee meetings.
- The Chair of the meeting may order the removal of any person(s) in violation of this rule from the meeting room.
- 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 Natalie Ekberg at (415) 554-1727 or email Natalie.Ekberg@sfgov.org.

The following email has been established to contact all members of the Health Service Board:
health.service.board@sfgov.org.

Health Service Board telephone number: (415) 554-1727.