



San Francisco Health Service System

December 2016 Board Meeting

December 8, 2016



Communication Overview

Aug. Sept. Oct. Nov. Dec. 2016

Effective Date- 1/1/2017

Announcement

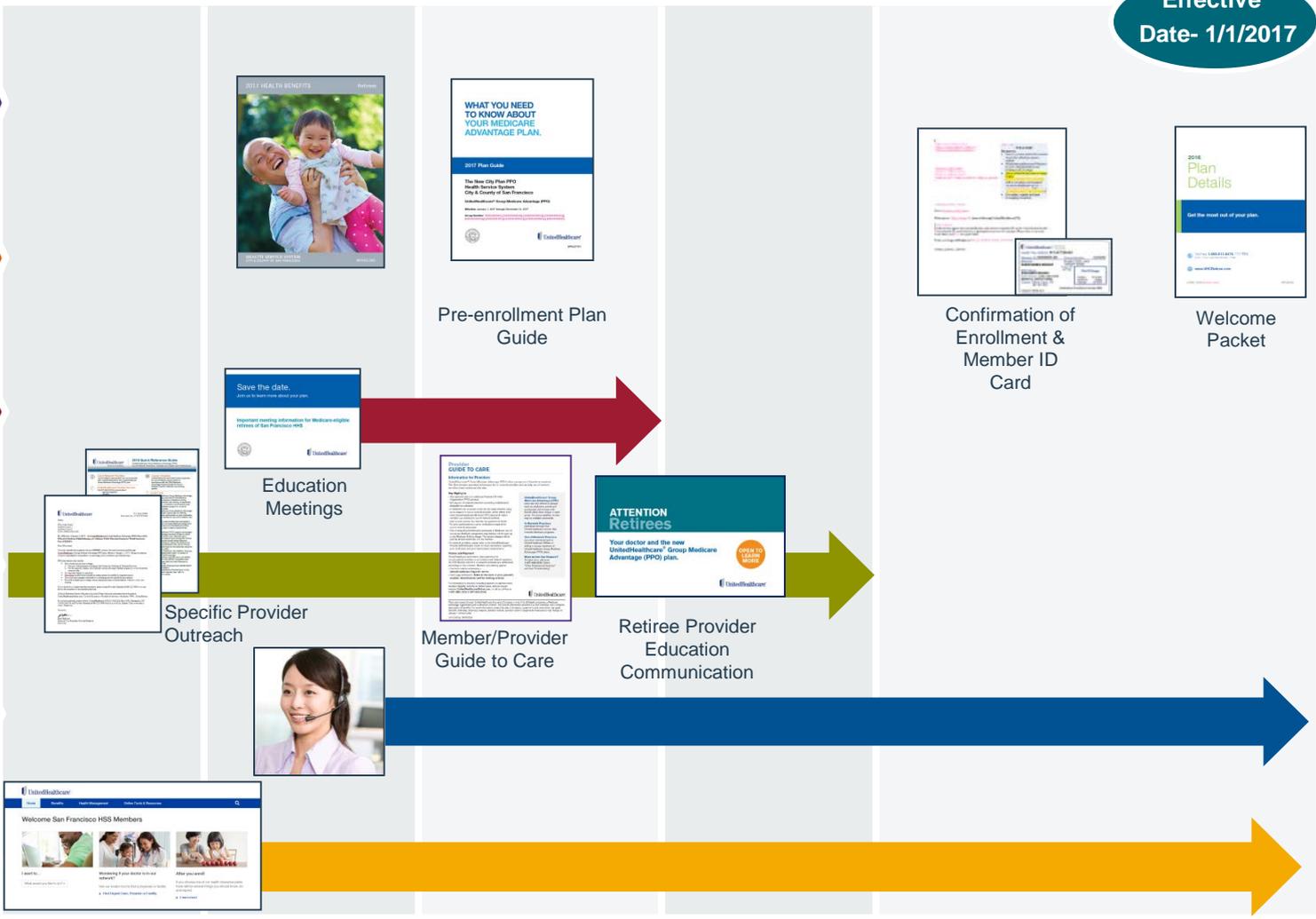
Enrollment Materials

Education Meetings

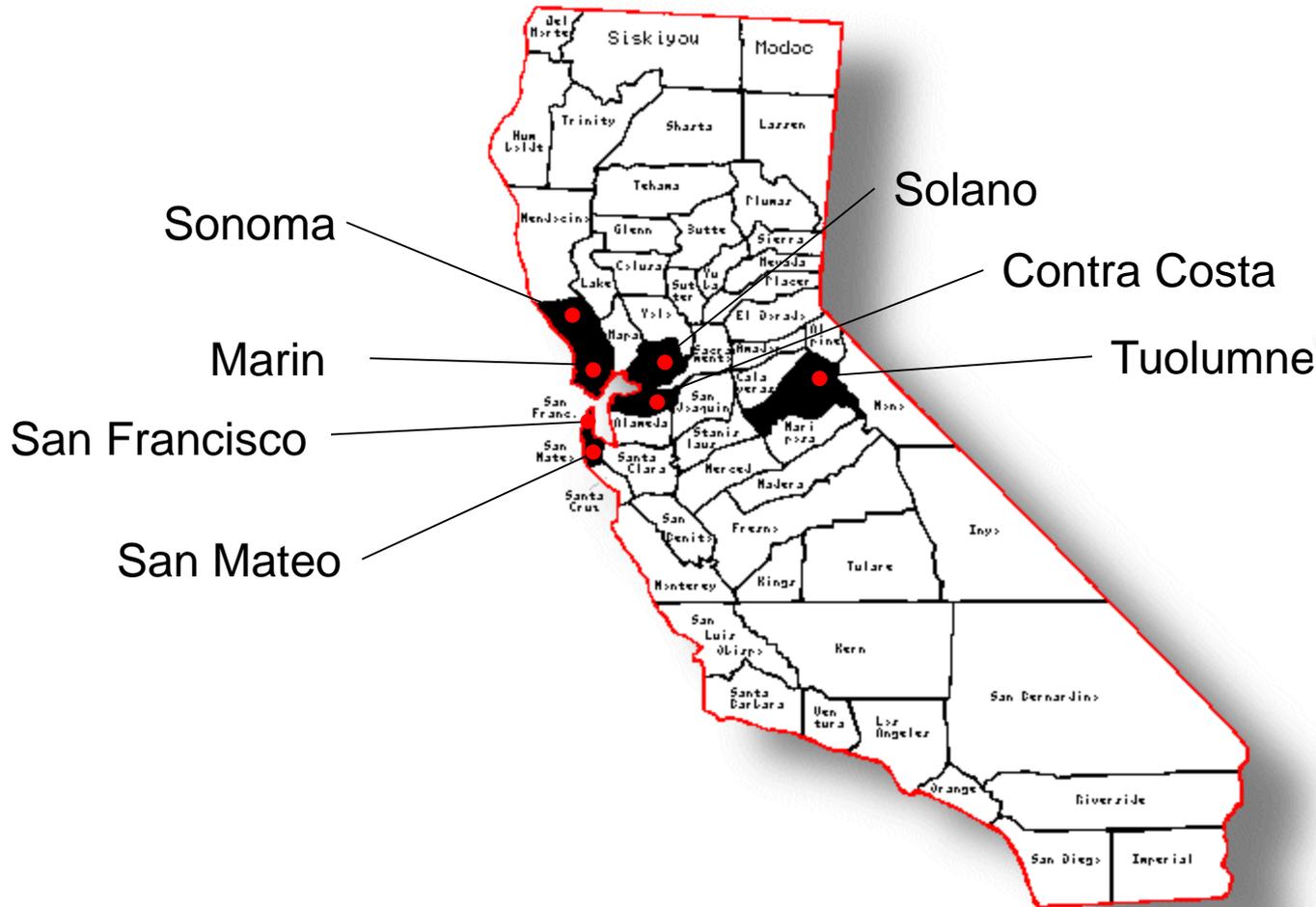
Provider/Retiree Education

Call Center Support

Online Resources



Retiree Educational Meetings



Educational Meetings

Meeting Date	County	Venue	Attendance
9/27/2016	San Francisco	San Francisco Public Library	470
9/28/2016	Alameda	Holiday Inn Hotel & Suites Oakland Airport	166
9/29/2016	Sonoma	Flamingo Conference Resort and Spa	115
10/3/2016	San Francisco	Omni San Francisco Hotel	297
10/10/2016	San Mateo	South San Francisco Conference Center	430
10/11/2016	Tuolumne	Hetch Hetchy	25
10/12/2016	San Francisco	RECCSF Health Fair United Irish Cultural Center	575
10/17/2016	San Mateo	San Mateo Marriott San Francisco Airport	138
10/19/2016	Marin	Embassy Suites by Hilton San Rafael - Marin County	177
10/20/2016	Contra Costa	Embassy Suites Walnut Creek	150
10/21/2016	Solano	Clubhouse at Rancho Solano	65
Teleconferences		Week of 10/17/2016	56
		Total	2,664

UHC Phone Calls

Total calls received from 9/1-11/27: 2,534

September: 684 calls

- Peak volume of 324 calls received 9/26-9/30
- 3 calls abandoned by caller
- Average speed of answer: 4 seconds; average handle time: 18:12 minutes

October: 1,317 calls

- Peak volume of 583 calls received 10/24-10/30
- 2 calls abandoned by caller
- Average speed of answer: 4 seconds; average handle time: 18:05 minutes

November: 528 calls

- Peak volume of 226 calls received 11/14-11/20
- No calls abandoned by caller
- Average speed of answer: 2 seconds; average handle time: 16:36 minutes

Escalated Retiree Questions

11 callers referred from HSS to the UHC Service Account Manager

- Prior authorizations
- Provider outreach
- Locating a doctor

Provider Outreach

Blue Shield Disruption Analysis	# Records	% Records
Providers will most likely treat NPPO members	3646	84.63%
Outreach Campaign	659	15.30%
Potential Disruption	3	0.07%
Total	4308	100%

Outreach

- 56 calls to out-of-network facilities
- 246 letters mailed on 10/13 to out-of-network physicians
- Additional outreach for other clients nationally with a total of 85,000 providers this year to date

Common Questions

1. **What happens to my non-Medicare spouse or dependents?**
 - Your non-Medicare spouse or dependents can remain in Blue Shield or the City Plan until they turn age 65 and/or become Medicare-eligible.

2. **What about my VSP and dental plans?**
 - The changes to the medical plans do not affect your VSP or dental plan selections.

3. **What if I am traveling outside of the country?**
 - When traveling outside of the country, you are covered for urgent or emergency services only. You should be prepared to pay up front and then you can submit your receipts to UHC when you get back home.

4. **Which plan is primary?**
 - When you enroll in the New City Plan which is a Medicare Advantage plan, you are assigning your Medicare A&B over to UnitedHealthcare and UHC is the primary payer.

Common Questions

5. **When will I receive my new membership ID card?**
 - Your new UnitedHealthcare membership ID card will arrive by mid-December.

6. **What about my mail order with Prime?**
 - UHC is working with Blue Shield and Prime to transfer any open refills you have as of 12/31/2016 to OptumRx. You will need to contact OptumRx after January 1st to establish your mail order and provide a method of payment. You should ensure that you have enough medication to get you through the first couple weeks of January.

7. **How do I know if my doctor accepts the plan?**
 - You can ask your doctor or you can contact UnitedHealthcare at 1-877-259-0493 and provide a list of your doctors and UHC will confirm for you. If a doctor is not currently accepting the plan, UHC will outreach to the provider on your behalf.

8. **What is the maximum out-of-pocket?**
 - The maximum out-of-pocket is \$3,750 per year and this is the most you can pay for medical services in any given plan year. Each time you use services, your cost share or copayments are what accumulate towards this maximum.