

DATE: December 8, 2022
TO: Randy Scott, President, Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: December 2022 Director's Report

SFHSS Remains Closed to the Public.

The December Health Service Board Meetings will be hybrid in-person and virtual meetings according to City Administrator Guidance. This practice will be reconsidered every 30 days.

SAN FRANCISCO COVID-19: (see attached slides)

Get vaccinated and get your booster. Protect yourself and those around you from new variants. Vaccines are open to everyone 6 months and older, and boosters to everyone 5 years and up.
<https://sf.gov/get-vaccinated-against-covid-19>

MENTAL HEALTH FORUM

On December 6, 2022, SFHSS is hosting an event with Health Plans, their contracted Mental Health Services Subject Matter Experts, Key City Department Leaders, and SFHSS staff to enhance our collective understanding of the mental health needs of our members, as well as current and future state services. We are pleased to have had expert consultation from Aon and significant input and participation from SFHSS Leadership. We plan to provide a full report to the Health Service Board in February 2023.

Racial Equity Action Planning

SFHSS is continuing to engage our stakeholder partners in serving as a conduit for the needs of our membership, including those that identify as Black, Indigenous, and People of Color (BIPOC) and those that face disproportionate health inequities. SFHSS was invited to join the Purchaser Business Group on Health (PBGH) at their November Health Equity Subject Matter Expert Session. In this subject matter expert session, Dr. Karinn Glover, MD, described the importance of identifying and addressing structural barriers to achieving equity, a critical strategy for reducing health inequities.

The opening address for this subject matter expert session was provided by Leticia Harris, Senior Health Program Planner, and Racial Equity Lead, SFHSS. Leticia shared why the San Francisco Health Service System has committed time and resources to reduce health inequities and why employers should consider investing in strategies and solutions that address the core drivers of racism. This forum included members of PBGH's nonprofit coalition representing nearly 40 private employers and public entities across the U.S. that are working to provide equitable benefits across populations, plans, and geographies. Leticia has been appointed as a PBGH Member Advisor in support of their Purchaser Engagement division. In this role, she is evaluating health equity criteria and standards for employers and other healthcare purchasers focused on investing in and evaluating health equity solutions.

ADMINISTRATION UPDATES

Delta Dental Quarterly Report to Health Service Board **(See attached slides)**

SAN FRANCISCO HEALTH SERVICE SYSTEM
DIVISION REPORTS: December 2022

PERSONNEL

SFHSS continues to experience a high number of vacant positions. We are working closely with DHR to address the workload and hiring process issues.

Position Control:

# of active employees	43
# of vacancies	25
• # of departures	3
• # of active recruitment	*5
• # of pre-recruitment analysis	17

(*Sync ups with approved vacancy report)

Welcome:

- 1210 Benefits Analyst: Cheryl Armstrong

Resignation/Retirements:

- 1210 Benefits Analyst: Jesse Franklin
- 1210 Benefits Analyst: Kristi Wong
- 1813 Sr. Benefits Analyst: Michael Johnson

Recruitments:

- 1210 Benefit Analyst:
- 1209 Benefits Technician

Promotions:

- 1210 Benefits Analyst: Raphaelle Calvin-Hudson
- 1210 Benefits Analyst: Tony Leung

OPERATIONS:

- 3,109 calls were handled in November compared to 7,381 in October, a 42% decrease.
- Virtual member consultations continued with 183 consultations conducted in November (123 for Retirees, 31 for New Hires, and 29 for family status changes).
- Member Services staff 18 hours of overtime to complete OE-related work processing.
- Member Services staff completed over 20 queries and processed over 2,000 transactions to provide accurate data to members on confirmation letters and to ensure accuracy on member files when they are transferred to vendors.

FINANCE AND BUDGET

- Started planning process for FYE 2023 budget
- Completed back-fill for budget staff.

CONTRACTS

- Executed agreement with CCS Global Technology for website and digital accessibility development and support services.

- Executed second amendment to 2018 agreement with Aon Service Corporation for ongoing actuarial and consulting services.
- Submitted recommendations to UnitedHealthcare pharmacy benefit updates for changes effective January 1, 2023.
- Adoption and Surrogacy Reimbursement Plan administration.
- Developed and executed third-party billing arrangement with Workterra (voluntary benefits).

WELL-BEING (see attached slides)

- Implemented a Healthy Holiday Campaign that focused on helping to support employee well-being during the holiday
- Executed a quarterly Key Player training focused on “Motivating Change in Others” with 63 participants engaged

Attachments:

- COVID-19 Updates
- Well-Being Slides
- Delta Dental Quarterly Report

San Francisco Health Service System Health Service Board

COVID-19 Update

December 8, 2022

SFHSS Specific Data — Vaccines & Boosters

Per the CDC, the definition of fully vaccinated does not include a booster. Completion of primary series depends on which vaccine you received. To check if you should receive additional boosters, visit: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/booster-shot.html>

Test Categories	Blue Shield of California as of 11/15	Health Net As of 10/13	Kaiser Permanente of California		UnitedHealthcare	
			Non-Medicare as of 11/20	Medicare as of 11/20	Non-Medicare as of 11/28	Medicare ^[1] as of 11/28
Primary Series Partial	1,256	19	571	54	508	— [2]
Primary Series Fully	28,946	295	47,291	13,285	768	14,721
Total	30,202	314	47,862	13,339	1,276	— [2]
1 st Booster	18,708	237	36,402	12,368	673	12,038
2 nd Booster	Not yet available	Not yet available	Not yet available	Not yet available	Not yet available	Not yet available
3 rd Booster	Not yet available	Not yet available	Not yet available	Not yet available	Not yet available	Not yet available

Total Members	35,472	375	53,734	13,982	3,200	17,533
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[1] UHC Medicare is counting the 2nd shot as a booster if the member received the J&J vaccine initially.

[2] UHC Medicare is no longer tracking "Partial", as these members are considered Unvaccinated.

SFHSS Specific Data — Hospitalizations

	Blue Shield of California	Health Net	Kaiser Permanente of California		UnitedHealthcare	
			Non-Medicare	Medicare	Non-Medicare	Medicare
Hospitalization Cases	192	0	181	Not Available	312	358
In ICU	Not Available	N/A	31	Not Available	14	76
w/ a Ventilator	Not Available	N/A	Not Available	Not Available	4	30
Total Members	35,472	375	53,734	13,982	3,200	17,533

Data is from March 2020 to November 2022

CDC recommends seeking treatment within 5 days of the onset of symptoms.

SFHSS Specific Data — COVID-19 Antiviral Treatments

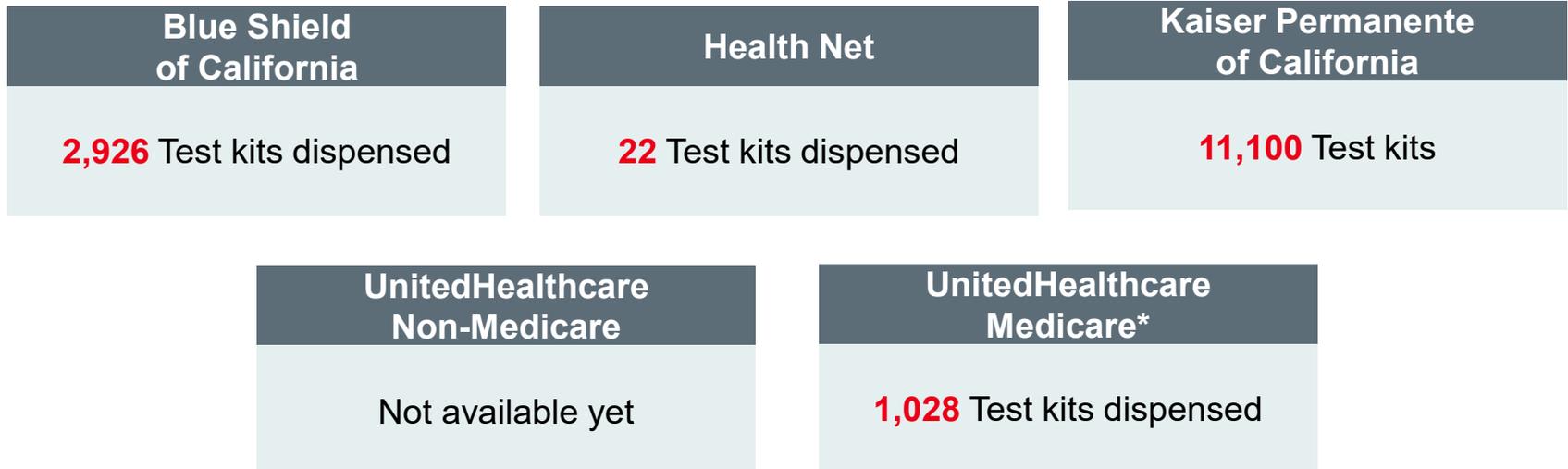
Anyone who has tested positive for COVID and is at high risk for a serious case should immediately contact a health care provider and ask for one of the antiviral drug treatments available, which must be taken at the onset of COVID symptoms

Eligible individuals for treatment include:

- Tested positive for COVID
 - Unvaccinated or haven't had a booster shot
 - Pregnant women
 - People at least 65 years old
 - Anyone with a medical condition who are at high risk for serious illness
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- For more information contact your health care provider
 - Call the City's COVID resource center at 628-652-2700
 - Or visit <https://covid-19-test-to-treat-locator-dhhs.hub.arcgis.com/> to find a location that offers the treatments

Source: "S.F. health officials turned away thousands of life-saving COVID pills, now plead with public to use them", sfchronicle.com, April 6, 2022

SFHSS Specific Data — COVID Home Test Kits Reimbursements



Data is from January 15 to November 2022.

*UHC Medicare – as of April 4, 2022, COVID Home Test Kits will be covered by Medicare, <https://www.cms.gov/newsroom/fact-sheets/medicare-covers-over-counter-covid-19-tests>

SFHSS Specific Data — COVID Home Test Kits (as of 10/30/2022)

On January 10, 2022, the Department of Labor (DOL), Department of Health and Human Services (HHS) and the Treasury Department released a series of FAQs under the Affordable Care Act (ACA) Part 51. This was in response to the Biden-Harris administration's directive to issue guidance requiring group health care plans and insurers to provide coverage of over-the-counter, in-home COVID-19 diagnostic tests.

Beginning January 15th, until the end of the Coronavirus Public Health Emergency, individuals can get up to eight (8) over-the-counter tests each month. If you purchase a test kit that includes two tests, that will count as two of your eight covered tests.

For the most up-to-date information on coverage of COVID Home Test Kits, visit [SFHSS.org](https://www.sfhss.org) or your carrier website.

Carrier	Carrier Website for More Information on How to Submit for Reimbursement	Additional Notes
Blue Shield of California	https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/Sites_Content_EN/coronavirus/coverage-testing	No \$ cap on tests
Kaiser Permanente (Non-Medicare)	kp.org/coronavirus	Up to \$12 per test including shipping & sales tax
Kaiser Permanente (Medicare)	kp.org/coronavirus	Up to \$12 per test including shipping and sales tax
UnitedHealthCare (Non-Medicare)	myuhc.com	Up to 8 test available at no cost through myuhc.com — OptumRX Store
UnitedHealthCare (Medicare)	https://retiree.uhc.com/main/covid-19-update	Free at CMS participating pharmacies; member must provide red, white & blue Medicare card
Health Net	healthnet.com/COVID19	8 kits/30-day period available at no cost and/or reimbursement of \$12 dollars per test. Test kit with 2 test strips = \$12 X 2 = \$24

Well-Being Monthly Report

Health Service Board Meeting | December 8, 2022



Healthy Holidays Campaign

November – December 2022

To help support employee's well-being during the holiday season the Well-Being Team launched a citywide Healthy Holidays email campaign. The campaign encouraged employees to practice healthy habits from November to December. A variety of holiday themed webinars, lifestyle support programs, and virtual group exercise classes was offered. The campaign focused and provided resources in four key areas:

- Physical Well-being (Nutrition, Movement & Sleep)
- Mental & Emotional Well-being
- Financial Well-being
- Social Connection

Webinars

- Holiday Food Demo
- Practicing Gratitude
- Holiday Eating
- Stress Busters During the Holidays
- Making the Most of Family Occasions
- Loneliness and Social Isolation
- After the Holidays – Managing That Debt
- Exercise at a Higher Level

Programs

- Healthy Habits Program 6-wks: 11/9-12/14 (*No Class 11/23*)
- Telephonic Lifestyle Coaching: 11/30, 12/14, 12/28

Virtual Classes

- Pilates Tuesdays
- Bootcamp Thursdays
- 20-min Mindfulness & Meditation Tuesdays & Thursdays

W@W Key Player Training – Motivating Change in Others

November 15, 2022, 11:00am-12:00pm

Training Description

Presented by ComPsych, the training provided Key Players with information and skills on how to motivate and engage with others to help them make changes through reflective listening and asking motivating questions. The key communication skills addressed in this training are adapted from Motivational Interviewing and involve asking open questions, affirming, reflecting and summarizing in order to help someone move from ambivalence to action.

Training Goals:

- Describe how efforts to persuade or advise others results in resistance to change
- Engage with others using questions and reflections to promote engagement leading to change
- Participate in meaningful conversation that promotes understanding and commitment to change

Attendance: 63



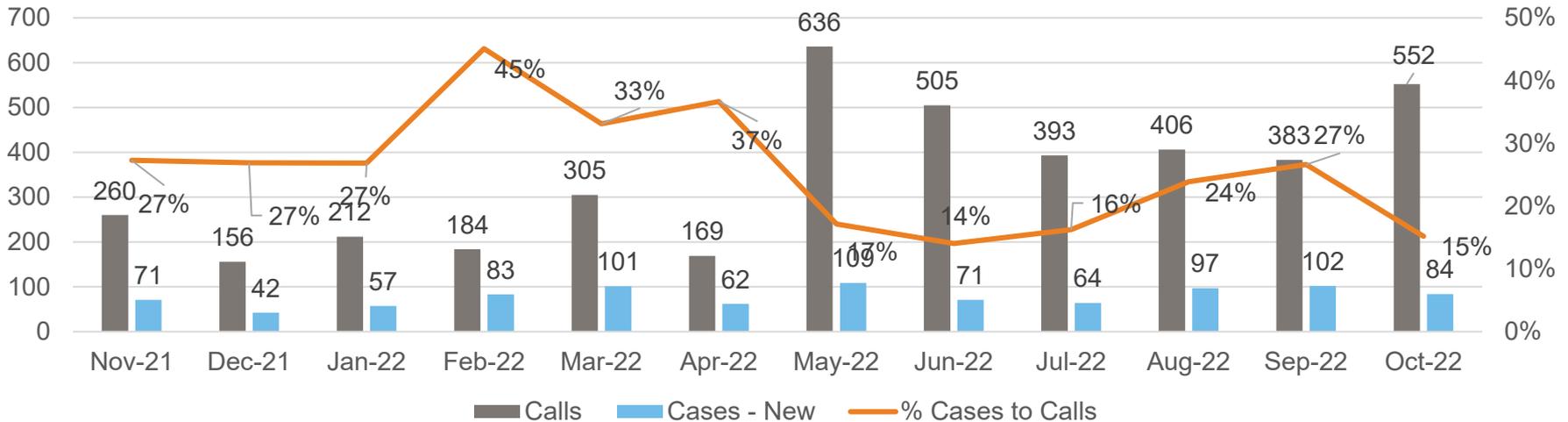
**WELL-BEING
@WORK**

Calls/Cases: Internal & External EAP

Highlights:

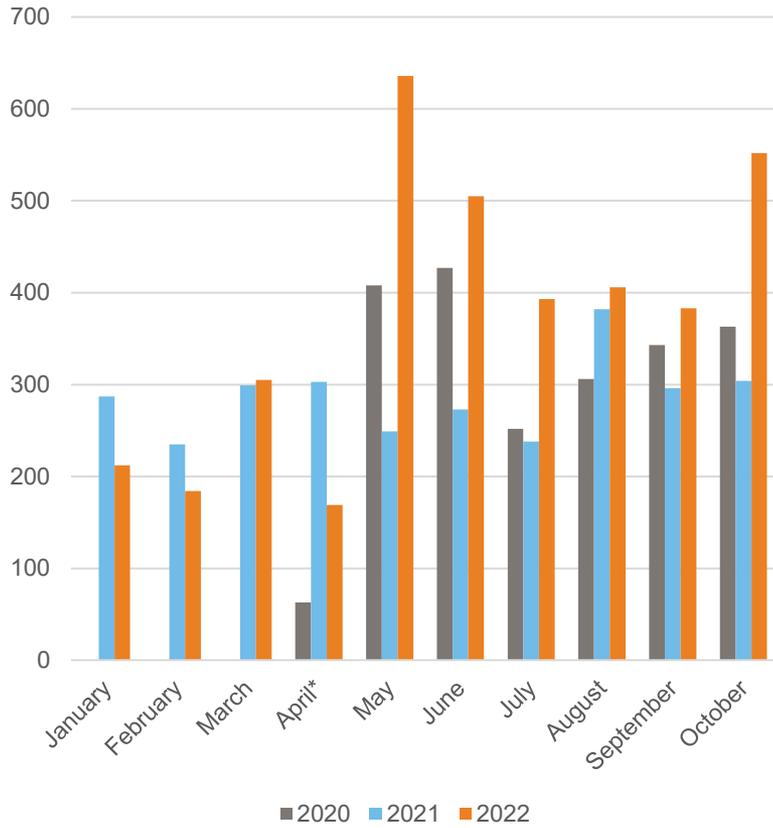
- **Calls**
 - Compared to October 2021: 45% increase in calls
 - Increase: 31% compared to September 2022
 - *(note: several calls were members seeking information about open enrollment)*
- **Cases**
 - Compared to October 2021: -13.1% decrease in cases
 - Decrease: -21.4% compared to September 2022

External 24/7 EAP + SFHSS Internal EAP:
Total Number of Calls, Cases and % Cases Over a 12 Month Period

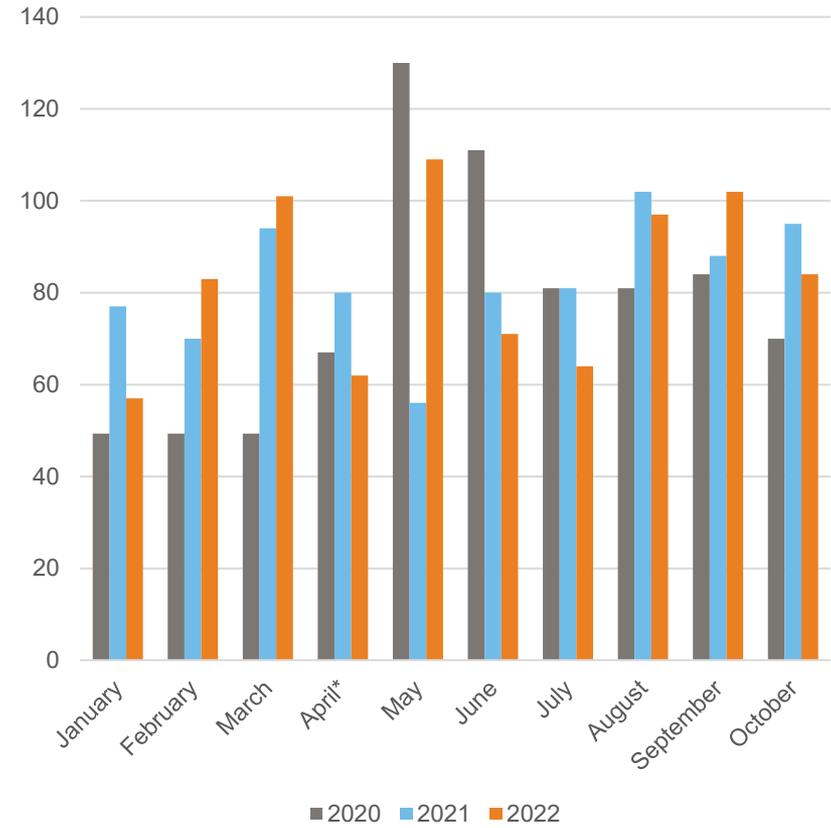


SFHSS EAP (Internal and External): Year Over Year

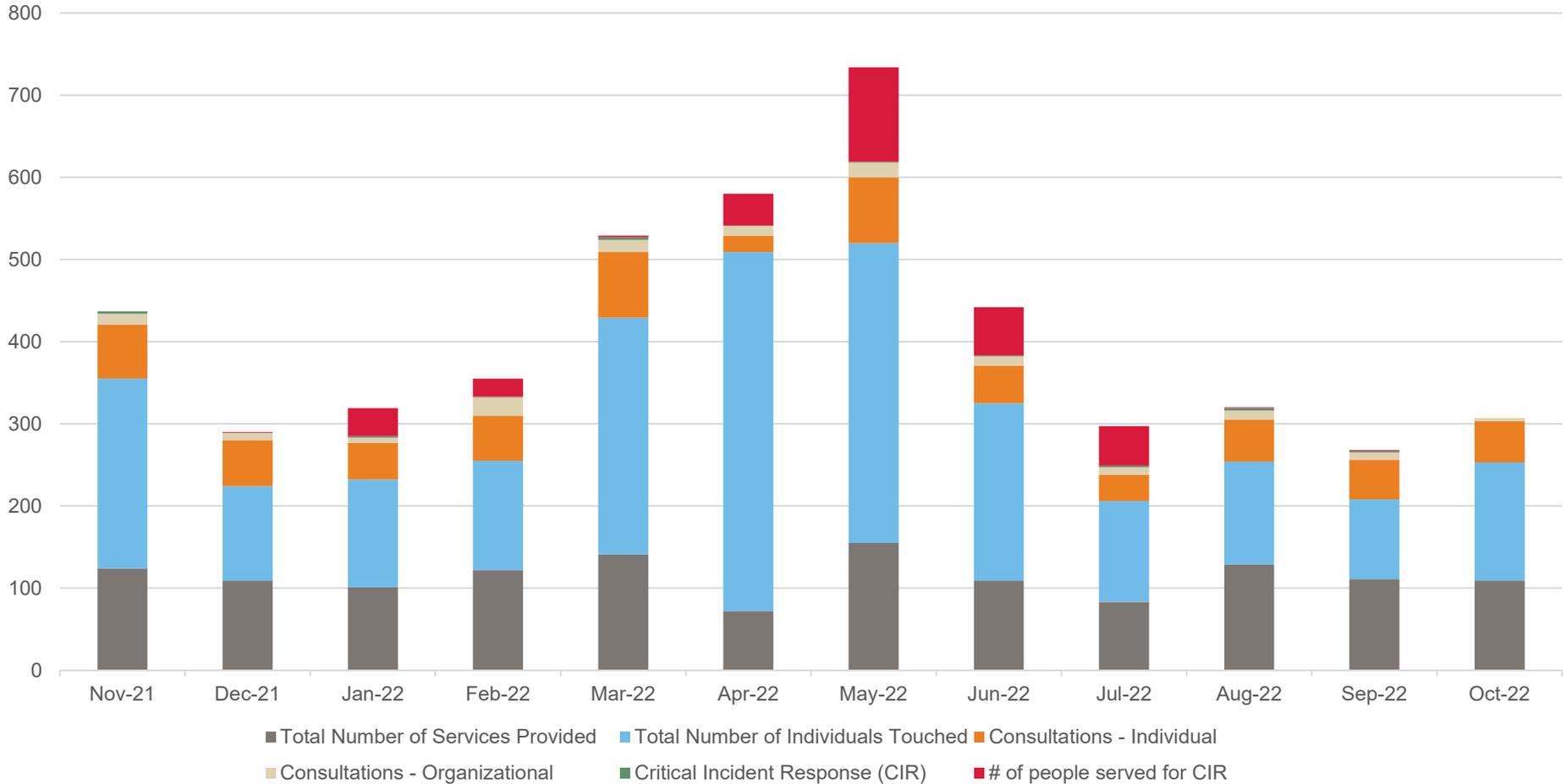
Call Volume



New EAP Cases



SFHSS EAP (Internal ONLY): Number of services and people served in a 12-month period





DELTA DENTAL QUARTERLY REPORT TO HEALTH SERVICE BOARD

Q3 – 2022 Reporting

SAN FRANCISCO HEALTH SERVICE SYSTEM

Agenda

Reporting through Q3 – 2022

- Cleanings by Active, Retiree
- Distribution of Services by Active, Retiree
- Smileway Wellness Benefit Program Utilization
- Member Engagement & Communication
- Network

Cleanings through Q3 2022

Current: Oct 2021 - Sept 2022

Prior: Oct 2020 – Sept 2021

Submitted Cleanings by Unique Active Members

Cleanings	Prior		Current	
	Count	Percentage	Count	Percentage
No utilization	23,762	30.8%	23,234	30.1%
0*	4,071	5.3%	4,085	5.3%
1	22,605	29.3%	21,973	28.5%
2	23,634	30.6%	25,077	32.5%
3+	3,107	4.0%	2,739	3.6%
Total	77,179	100.0%	77,179	100.0%

*Procedure count of 0 represents enrollees who utilized procedures other than cleanings.

63.9%

64.6%

- 64.6% of members had at least one cleaning in the most recent 12 months
- vs. 59.3% California Public Sector for one cleaning

% Change Prior 12 months to Current

- 0.7% decrease in non utilization
- No change in utilized procedures other than cleaning
- 0.7% increase in one cleaning

69.9% members utilized dental benefits in current period

Cleanings through Q2 – 2022

Current: July 2021 - June 2022

Prior: July 2020 – June 2021

Submitted Cleanings by Unique Retiree Members

Cleanings	Prior		Current	
	Count	%	Count	%
No utilization	9,846	29.0%	9,353	26.8%
0*	2,320	6.8%	2,398	6.8%
1	8,607	25.4%	8,305	23.8%
2	9,915	29.2%	11,598	33.2%
3+	3,232	9.5%	3,301	9.4%
Total	33,920	100.0%	34,950	100.0%

*Procedure count of 0 represents enrollees who utilized procedures other than cleanings.

- 66.4% of members had at least one cleaning in the most recent 12 months
- vs. 59.3% California Public Sector for one cleaning

% Change Prior 12 months to Current

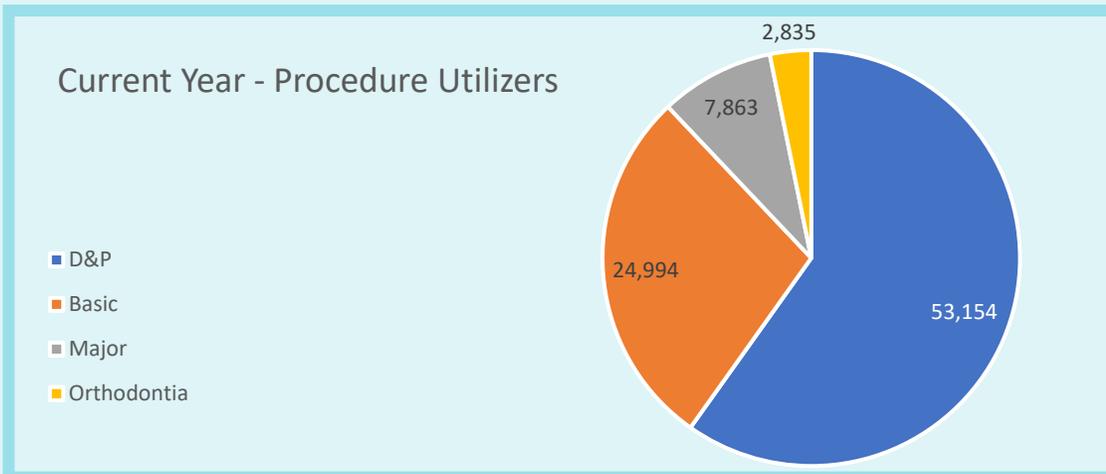
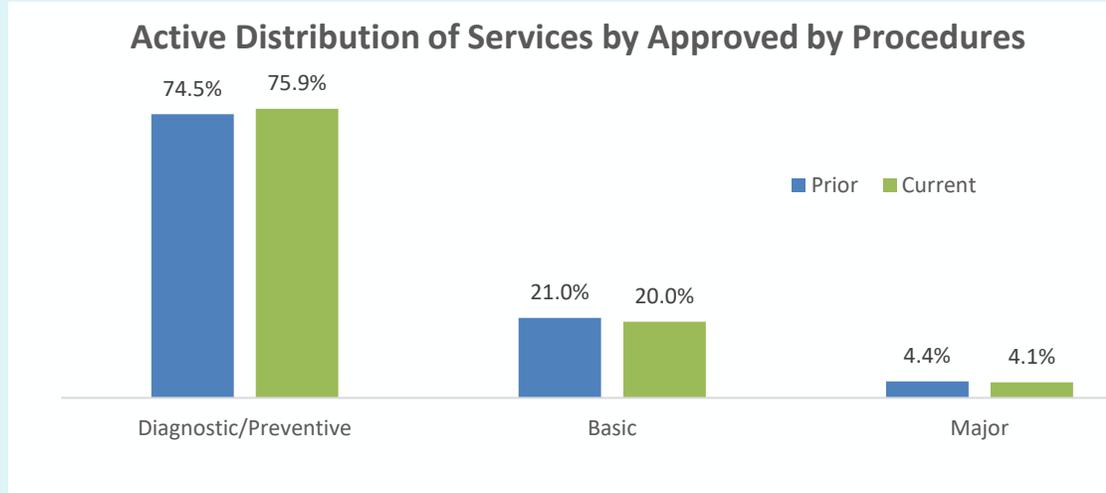
- 2.2% decrease in non utilization
- No change in utilized procedures other than cleaning
- 2.3% increase in one cleaning

73.2% members utilized dental benefits in current period

Distribution of Services

Current: Oct 2021 - Sept 2022

Prior: Oct 2020 – Sept 2021



Restorative had the greatest year-over-year change in approved procedures with 3K fewer approved procedures compared to the prior year.

69.9% members utilized dental benefits in current

54,778 Total Unique utilizer in current

- 97.0% of utilizers under diagnostic and preventive

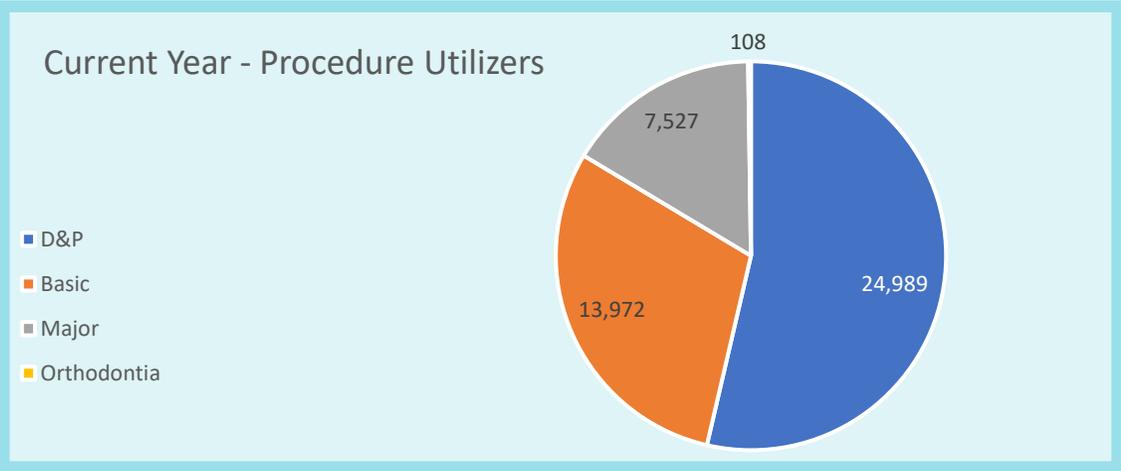
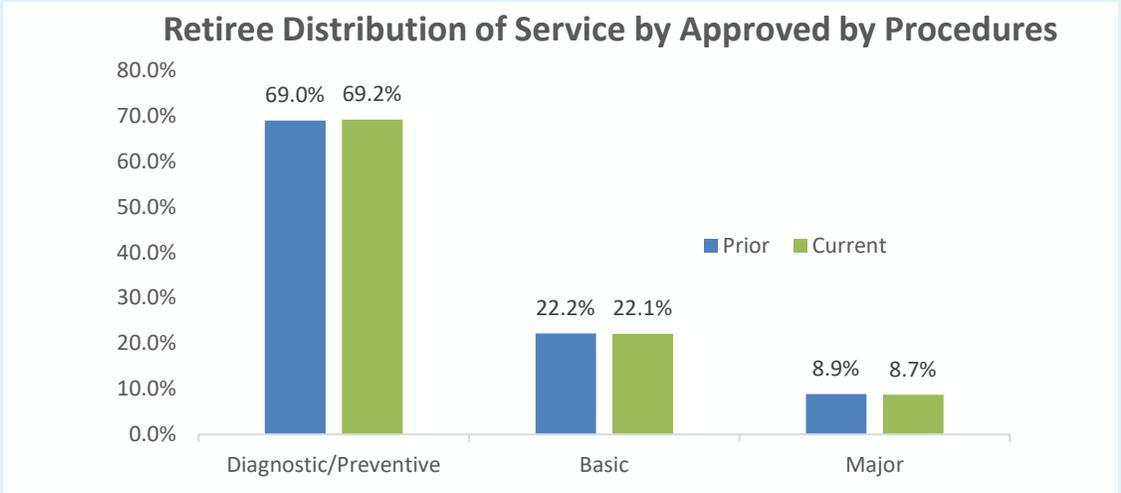
*Procedure Utilizers - can be counted once in more than one category.

Total Unique Utilizer- Count of unique members who utilized their dental plan during a reporting period

Distribution of Services

Current: Oct 2021 - Sept 2022

Prior: Oct 2020 – Sept 2021



Diagnostic had the greatest year-over-year change in approved procedures with 5K more approved procedures compared to the prior year.

72.8% members utilized dental benefits in current

25,726 Total Unique utilizer in current

- 96.5% of utilizers under diagnostic and preventive

*Procedure Utilizers - can be counted once in more than one category.

Total Unique Utilizer- Count of unique members who utilized their dental plan during a reporting period

SmileWay Wellness Benefit Program

Current: Oct 2021 - Sept 2022

Prior: Oct 2020 – Sept 2021

SmileWay Wellness Benefits - Active

	Prior	Current
Total SmileWay Wellness Benefits Members	2,793	3,023
Total Unique SmileWay Wellness Benefits Utilizers	1,919	2,081
% of Unique Member Utilization	68.0%	68.8%
Procedure Count*	3,915	4,176

* These are the relevant CDT codes for replacement benefits if enrolled in Wellness Benefits

SmileWay Wellness Benefits - Retiree

	Prior	Current
Total SmileWay Wellness Benefits Members	1,381	1,718
Total Unique SmileWay Wellness Benefits Utilizers	1,032	1,339
% of Unique Member Utilization	74.7%	77.9%
Procedure Count*	2,345	2,956

* These are the relevant CDT codes for replacement benefits if enrolled in Wellness Benefits

Active

230 new members
162 additional utilizers this reporting period

Retiree

337 new members
307 additional utilizers this reporting report

Total Unique Utilizer- Count of unique members who utilized their dental plan during a reporting period

- Eligibility is dependent on SmileWay specific criteria for expanded benefits
- Once enrolled in the SmileWay Wellness Benefit program, membership remains until no longer covered under the SFHSS PPO Delta Dental plan

Member Engagement & Communication

- SmileWay Program language added to explanation of benefits effective 6/24/2022
- Ongoing preventive email campaign to members who have not utilized a preventive service.
- Post Card Mailing, 54,028 on July 13, 2022
- Attended 9 open enrollment meetings
- Hosted Active, Retiree webinars
- Updated microsite with verbiage indicating the DeltaCare USA plan was available for California residents only.

Thank you for your time!