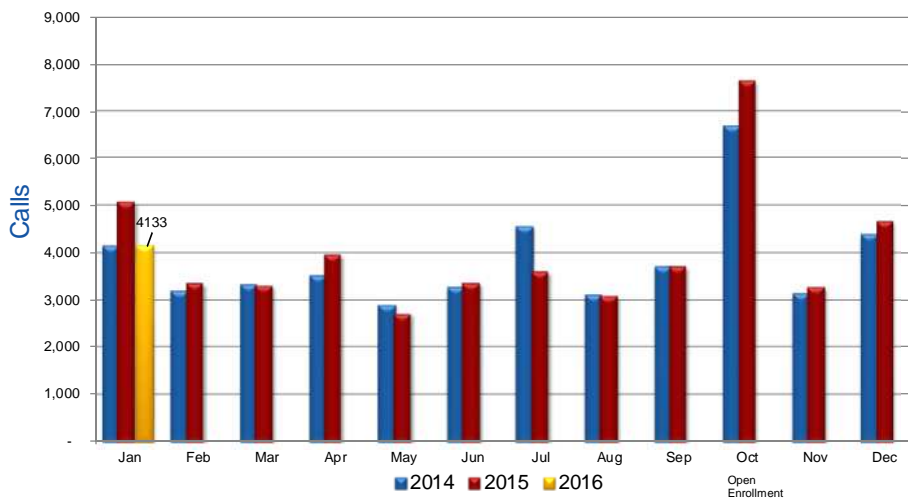


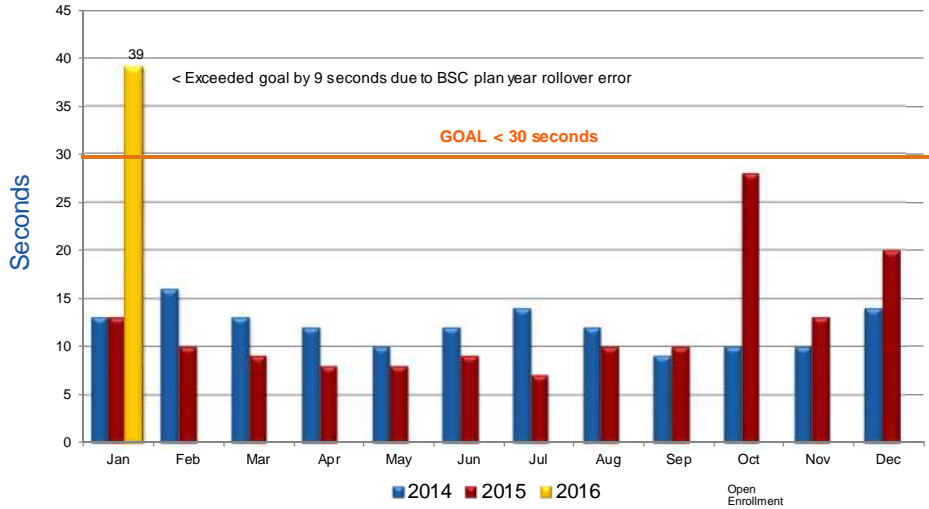
Calls and Office Visits: January 2016

- Calls and In-person Assistance total:
 - Inbound calls: 4,133 answered calls (18.5% ↓ from 2015)
 - Speed of answer: 39 seconds (9 seconds over goal due to BSC plan year rollover error)
 - Abandonment rate: 3.3% (.3% over goal due to BSC plan year rollover error)
 - In-person assistance: 1,139 members (15% ↓ from 2015)

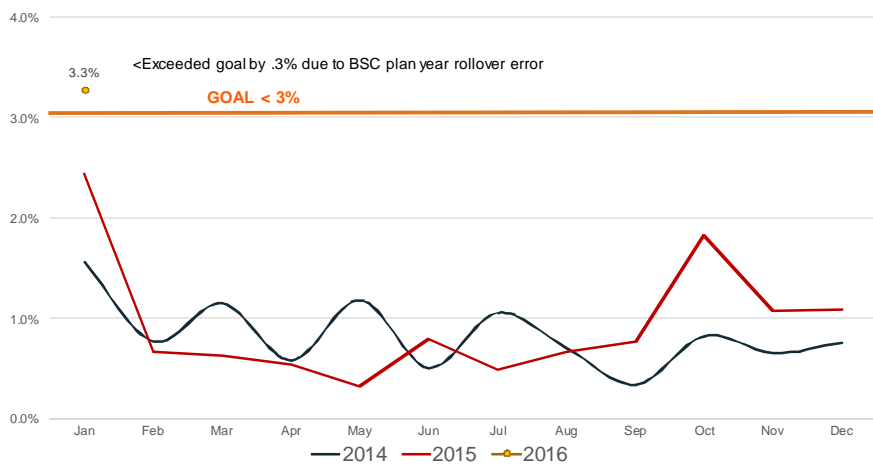
Inbound Calls: January 2016



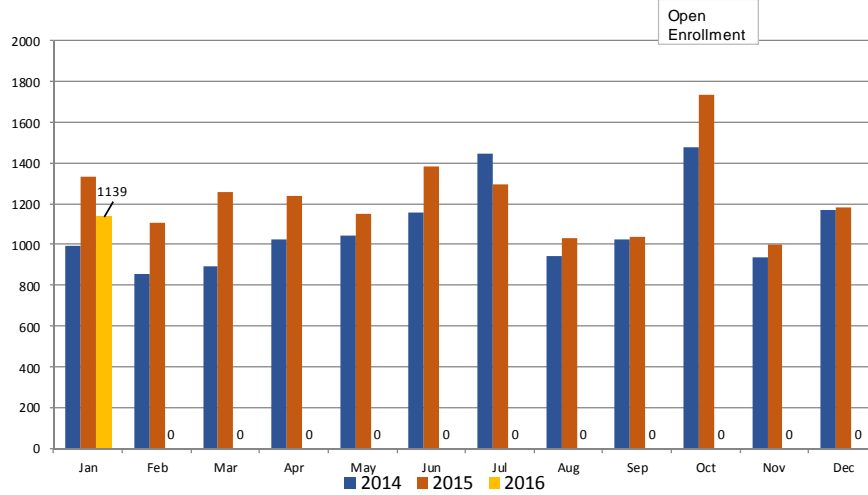
Call Speed of Answer: January 2016



Abandonment Rate: January 2016



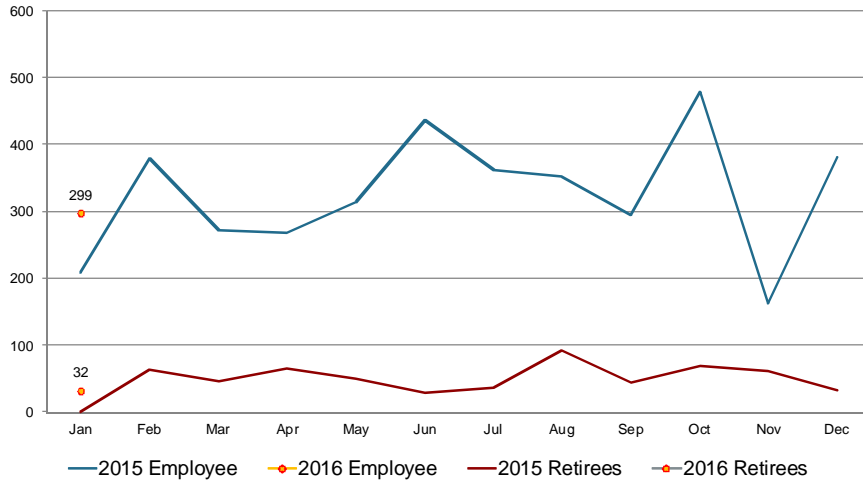
In-person Assistance: January 2016



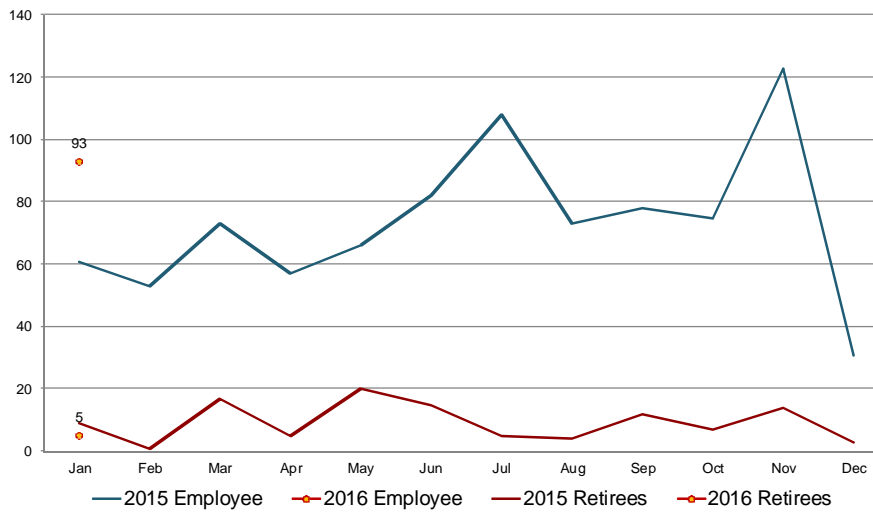
Delinquencies & Terminations: January 2016

- Delinquency Notices Sent
 - Employees: 299
 - Retirees: 32
- Termination Notices Sent
 - Employees: 93
 - Retirees: 5

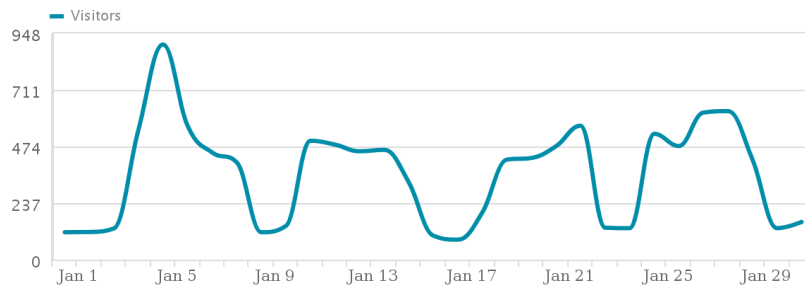
Delinquency Notices: January 2016



Termination Notices: January 2016



Website Visits: January 2016



11,180 website visitors

Most Visited Website Pages: January 2016

Home Page	6,873
City & County Employee Benefits	3,863
Retiree Benefits	1,379
1095-C Tax Form Info	1,238
Flexible Spending Accounts	1,072
Top Ten Topics	1,007
Blue Shield	961
Search Results	960
Wellness Center Calendar	694
Diabetes Prevention	699

Top Website Downloads: January 2016

2016 City & County Employee Benefits Guide	939
2016 City & County Employee Premium Rates	439
2016 Retiree Benefits Guide	303
2016 City & County Employee Enrollment Form	299
2016 Blue Shield Summary of Benefits	229
2016 P&A Group FSA Brochure	214
2016 Delta Dental Summary of Benefits	173
2016 Kaiser Summary of Benefits	156
2016 SFUSD Benefits Guide	137
2016 VSP Vision Summary of Benefits	131

eNews January 2016

Subject Line: New 2016 Plan Year Begins

Total Delivered	16,276	
Opened	5,232	39.0%
Clicked Links	1,602	9.9%

January 2016 Communication Highlights

- 1095-C tax form communications to all City employers, employees, retirees, unions and human resources personnel throughout the City.
- 1095 communications included web pages, flyers, multiple emails, Employee Gateway news feature and outreach to unions and associations.
- Collaborated on coordinating hand-delivery of 1095-C to City employees. (Similar to W-2 delivery.)
- Coordinated with mail house on 1095-C mailing to USD/City College employees and retirees.

January 2016 Communication Highlights

- 2016 Demographics report.
- Collaborated with wellness on specification for outside vendor to produce nutrition challenge communications.
- Collaborated with Finance, Ops and Wellness on \$2.05 budget documentation and projected budget requests for FY16-17 and 17-18.
- Planning meeting with Dept of Technology re agile development process for myhss.org redesign.

PeopleSoft (eMerge):

- Completed final acceptance testing for Form 1095
- Generated 51,720 Form 1095 for printing and distribution
- Provided assessment for FSA over-the-counter payments
- Remediated incorrect USD deductions due to changes made by USD
- Completed documentation of HSS PeopleSoft programs
- Assisted in reconciliation of financial discrepancy. New deduction code had not been correctly configured by the financial system

IT INITIATIVES:

- Customer Relationship Management System Go-Live occurred February 4th
- Completed Q2 Committee of IT report on HSS initiatives
- Provided content for the CRM knowledgebase

DATA ANALYTICS:

- Extracted all data and provided calculations for annual demographic report
- Began crosswalk of health plans data for early retirees with the APCD
- Began vetting of APCD risk scores
- Prepared focused analysis of inpatient utilization by age group 54-65

OTHER:

- Met with Truven to formulate analytic agenda for 2016 and beyond
- Met with eMerge to review work requirements for 2016
- Joined Department of Technology & Health Services Agency for Cisco telecom demonstration
- Attended Caring for Municipal Records presentation
- Attended ongoing ACA webcast
- Attended webcast on ICD-10 Tools and Analytics

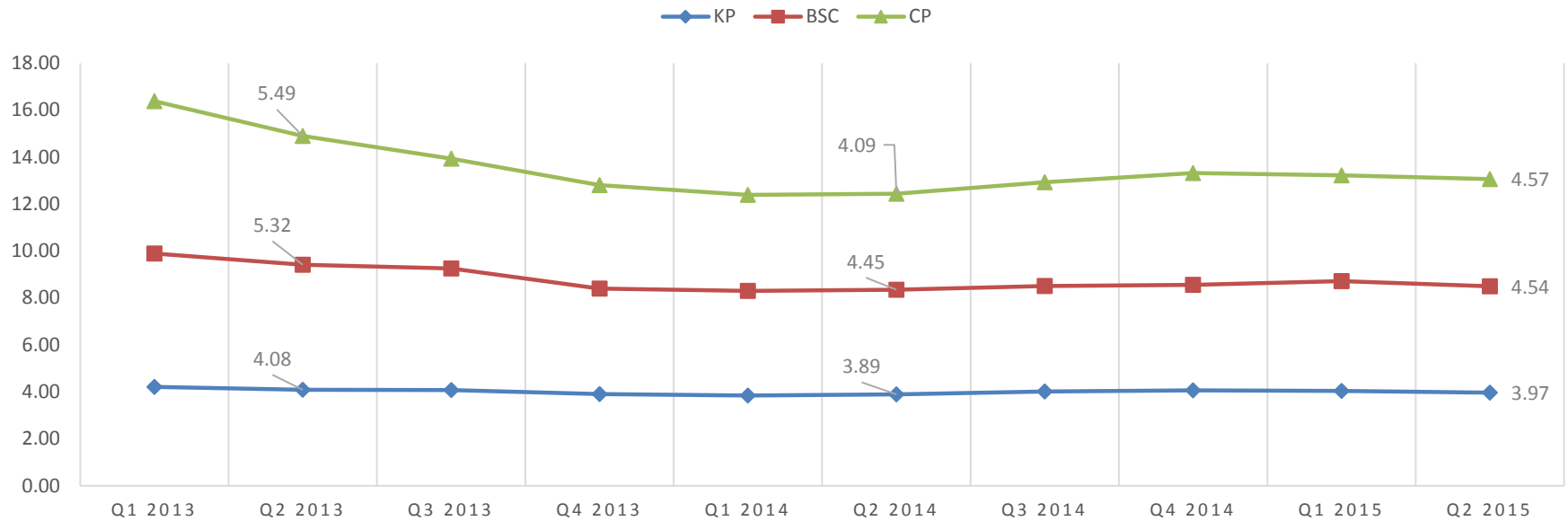
Follow up on Health Plans Dashboard

At the January 14, 2016 Health Service Board meeting, the Health Plans dashboard was presented. The review of inpatient, outpatient and pharmacy utilization and cost trends across all health plans for active employees was provided at an aggregate level.

A focused analysis of inpatient utilization for the 45-64 age group of the active population was requested. What follows is both the initial presentation of inpatient data for all age groups along with the requested age group slice.

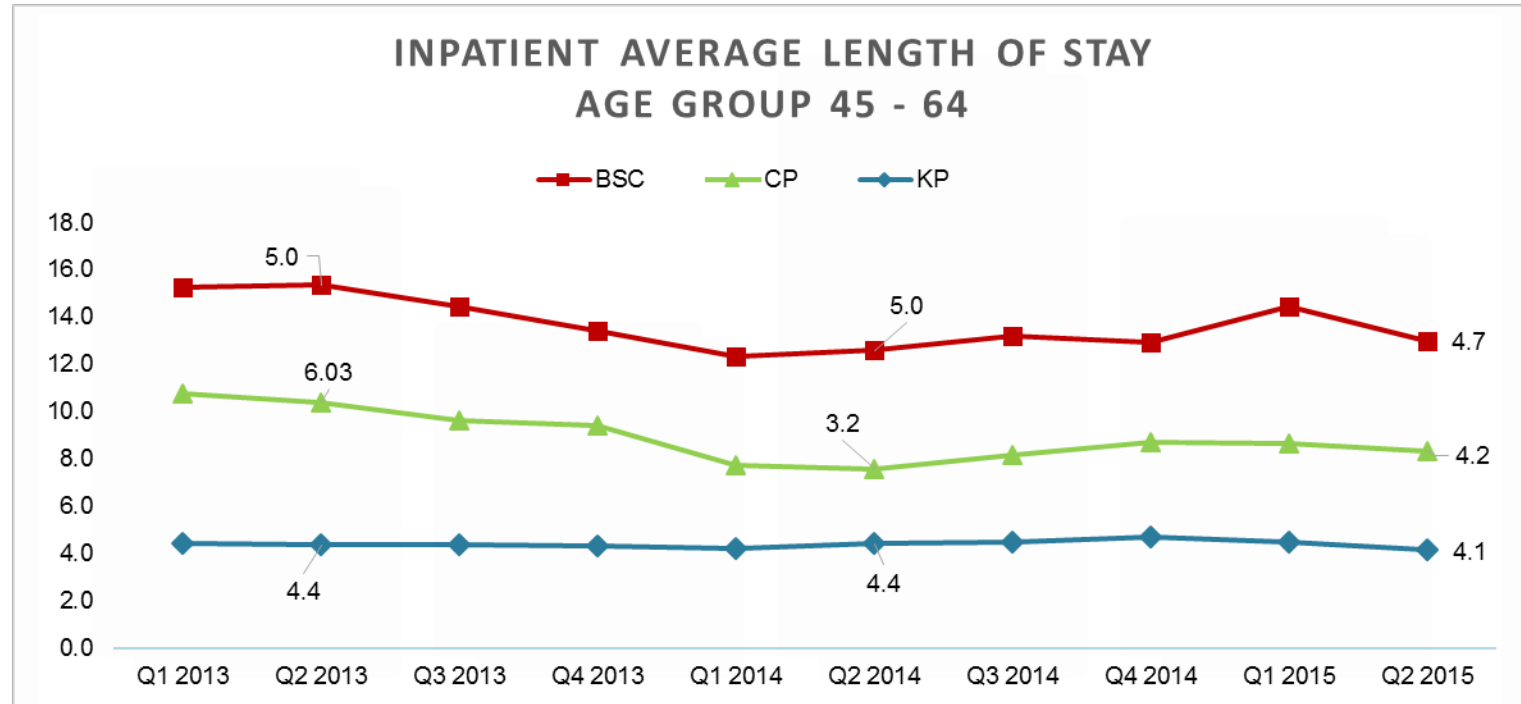
Health Plan Actives: Inpatient Average Length of Stay

INPATIENT AVERAGE LENGTH OF STAY



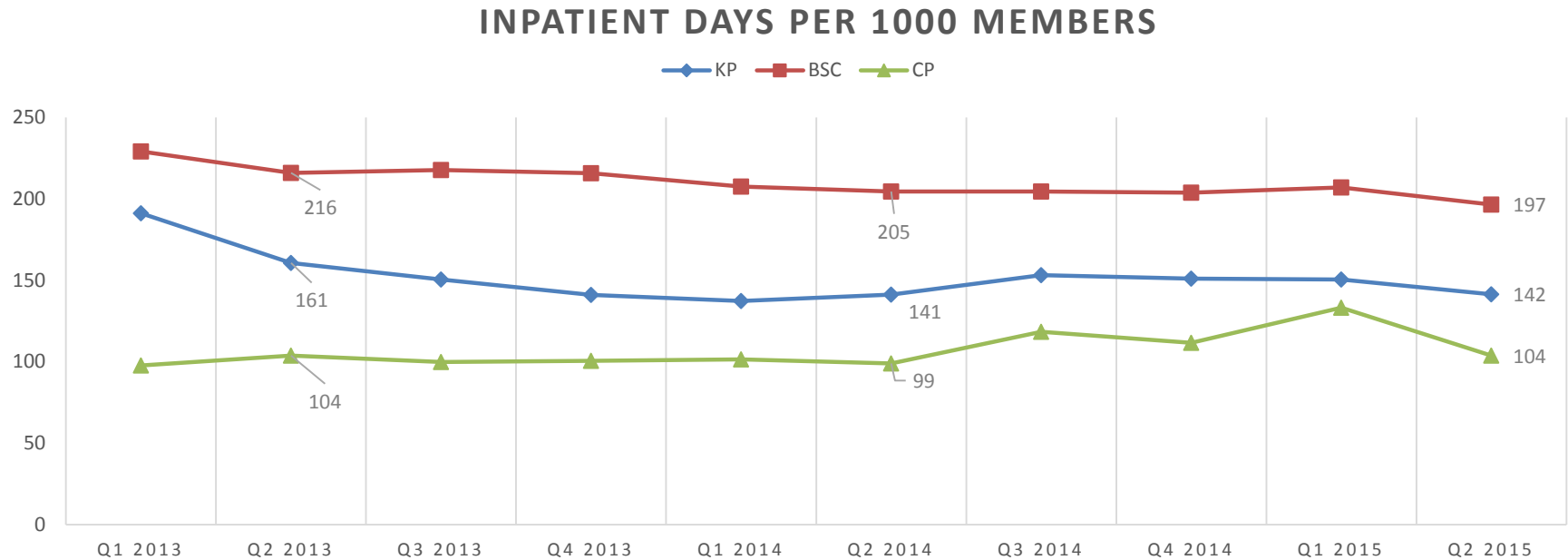
- Recent data shows that City Plan and Blue Shield Patients are in the hospital $\frac{1}{2}$ day longer than Kaiser
- This area is amenable to increased case review to decrease the average length of stay. Each $\frac{1}{2}$ day of stay represents about \$3,911
- This greater length of stay coupled with the higher admits per thousand as compared to KP results in greater inpatient cost for Blue Shield and City Plan

Health Plan Actives: Inpatient Average Length of Stay



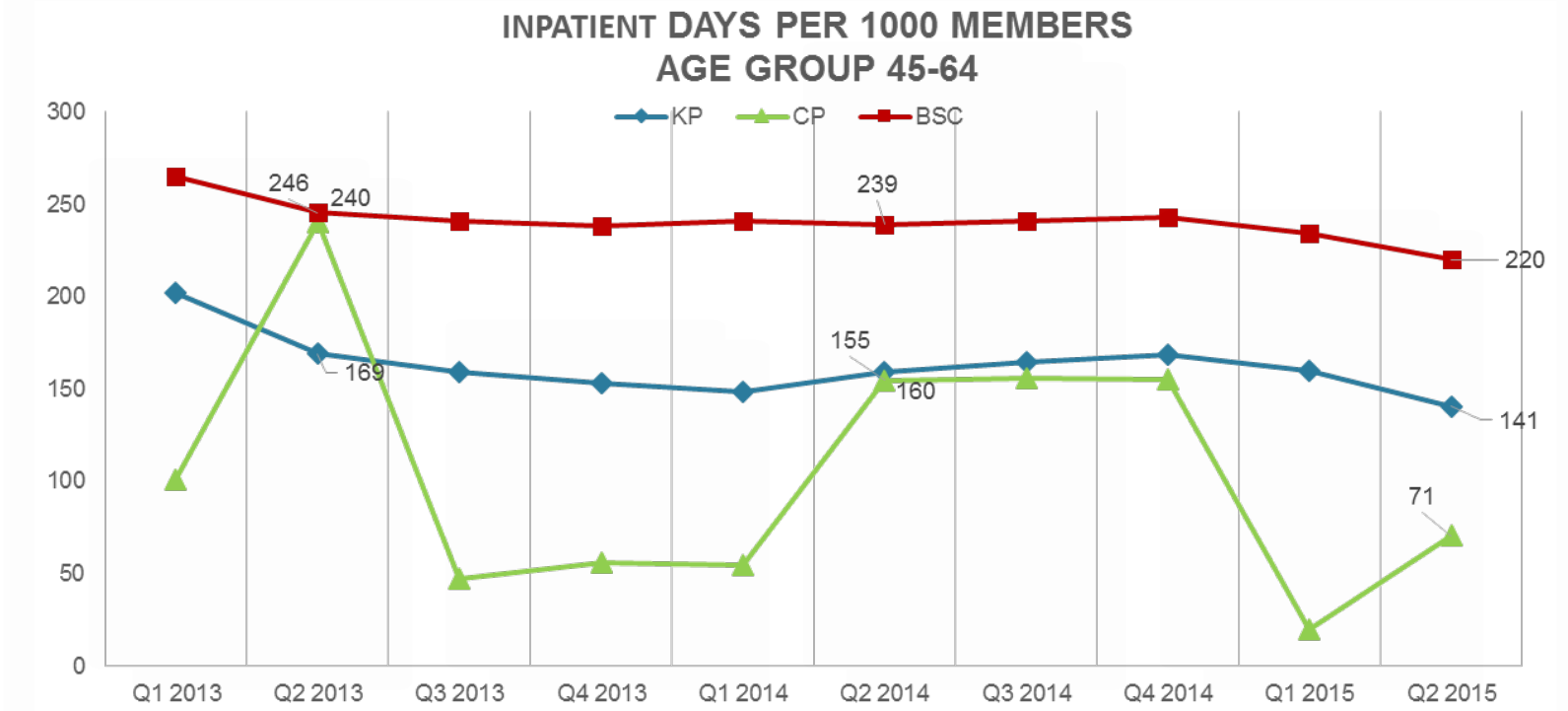
- Average Length of Stay for Blue Shield patients is slightly more than $\frac{1}{2}$ day longer than Kaiser and two days more than the Blue Shield Average Length of Stay for all age groups
- City Plan Average Length of Stay for age group 45-64 is $\frac{1}{3}^{\text{rd}}$ day less than looking at all age groups combined

Health Plan Actives: Inpatient Days per 1000 Members



- Overall in the last two years, inpatient days per 1000 members has decreased for both Blue Shield and Kaiser Permanente
- Note, Blue Shield decreased the average length by a day per admit which has resulted in the decrease in days per thousand

Health Plan Actives: Inpatient Days per 1000 Members



- City Plan membership for those aged 45-64 as of Q2 2015 was less than 500 people. Inpatient utilization by a few patients appears to impact the overall trend as is evidenced by erratic trend line.
- Kaiser Permanente’s inpatient days are consistent with the overall active population while Blue Shield’s experience is 23 days higher than the overall active population.

Finance and Accounting

- FY 2016-2017 and FY 2017-2018 Budget preparation
- Preparation for the internal audit conducted by the Controller's Office
- Finalized City Plan experience for CY 2015
- Submitted first payment for ACA Transitional Reinsurance Contribution for CY 2015
- Participation in the on-going project to replace citywide financial system
- Fully Executed Lexmark contract for software licenses and professional services associated with Enterprise Content Management systems

Contracting and Vendor Management

- Fully Executed Lexmark contract for software licenses and professional services associated with Enterprise Content Management systems

2015 Wellness Center Update

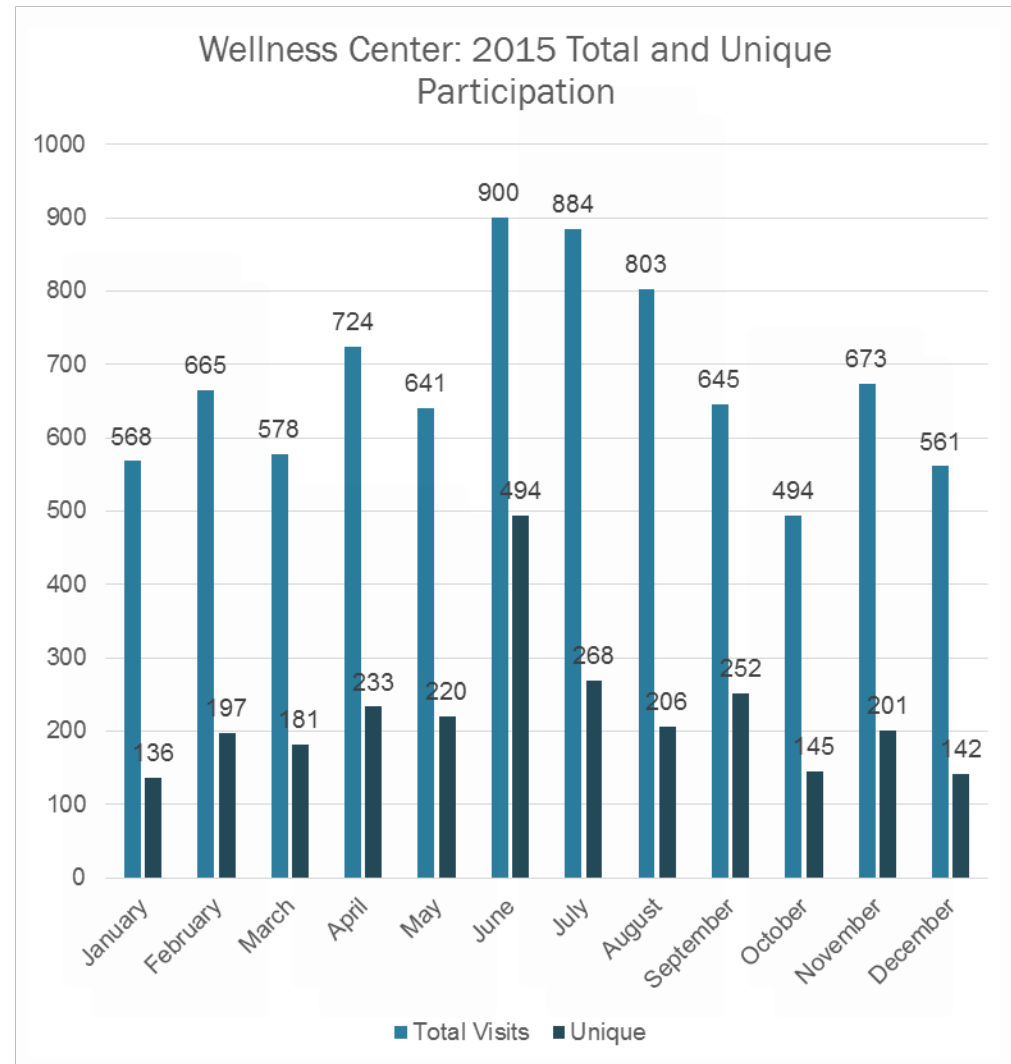
Wellness Center:

2015 Highlights

- 8,136 visits
- 939 different people (unique participants) used the Wellness Center

Compared to 2014

- 43% increase in visits/month
- 81% increase in participants/month



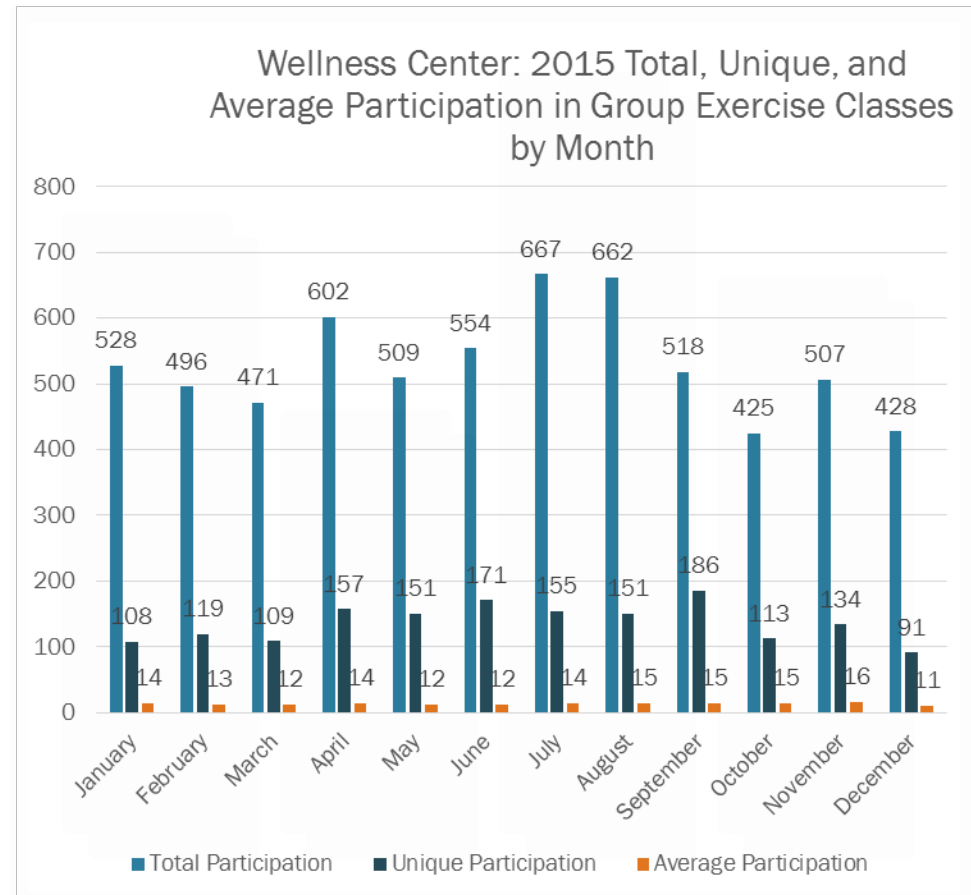
Wellness Center: Group Exercise

2015 Highlights:

- 78% of Wellness Center visits were for group exercise
- 6,367 visits
- 531 avg. visits/month
- 14 avg. participants/class

2015 Compared to 2014

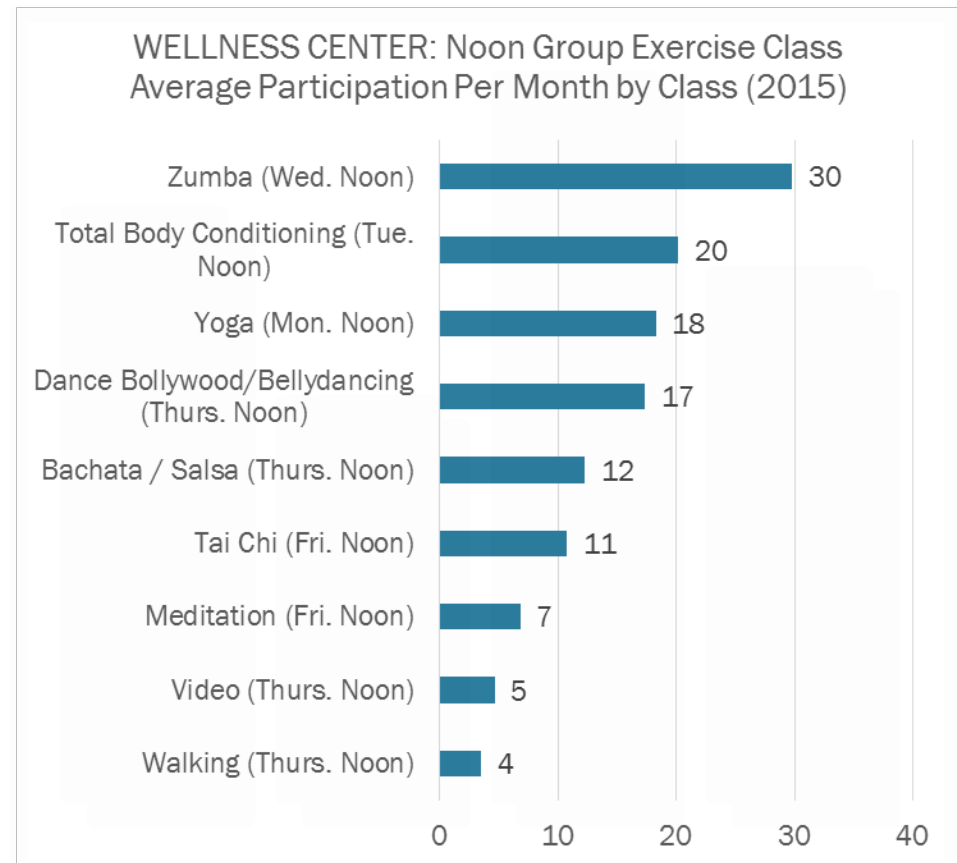
- 12% increase in average monthly participation



Wellness Center: Group Exercise

2015 Highlights:

- Lunchtime Zumba and Total Body Conditioning averaged the maximum possible participation
- Evening and morning classes continue to be offered to reach more members



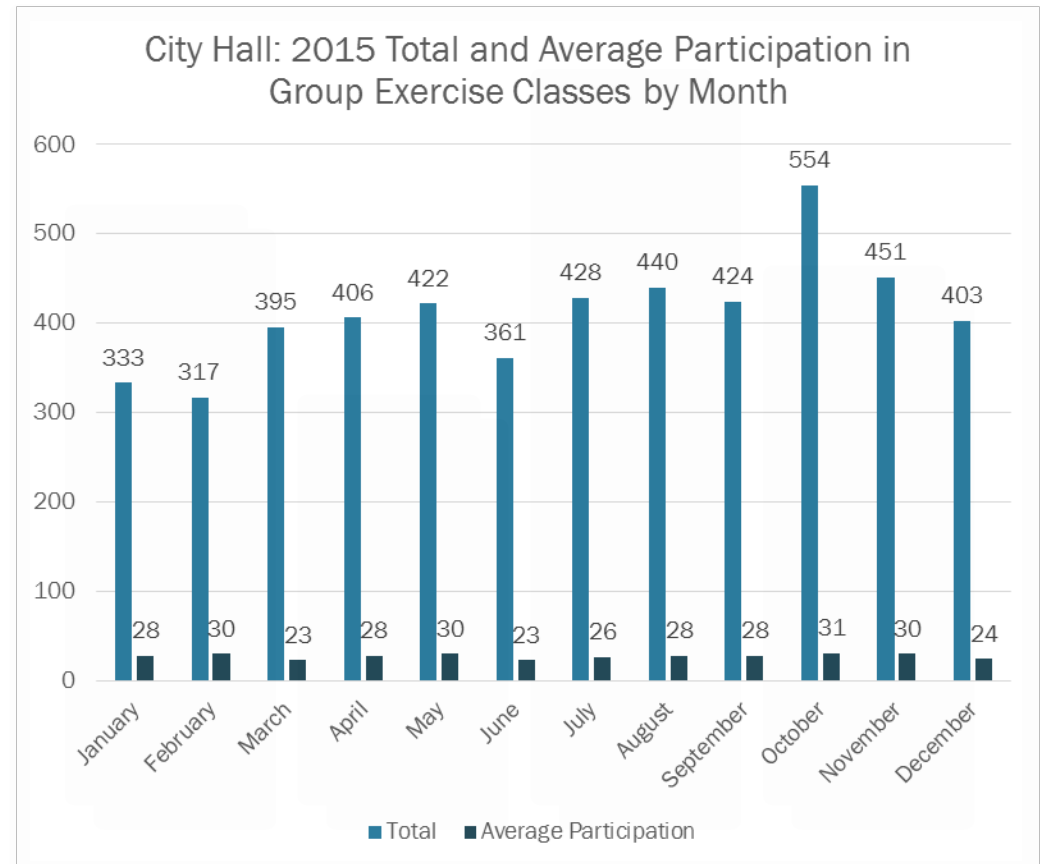
City Hall: Group Exercise

2015 Highlights:

- 4,934 visits
- 411 avg. visits/month
- 26 avg. participants/class
- Zumba on Mondays and Fridays are the most popular classes

2015 Compared to 2014

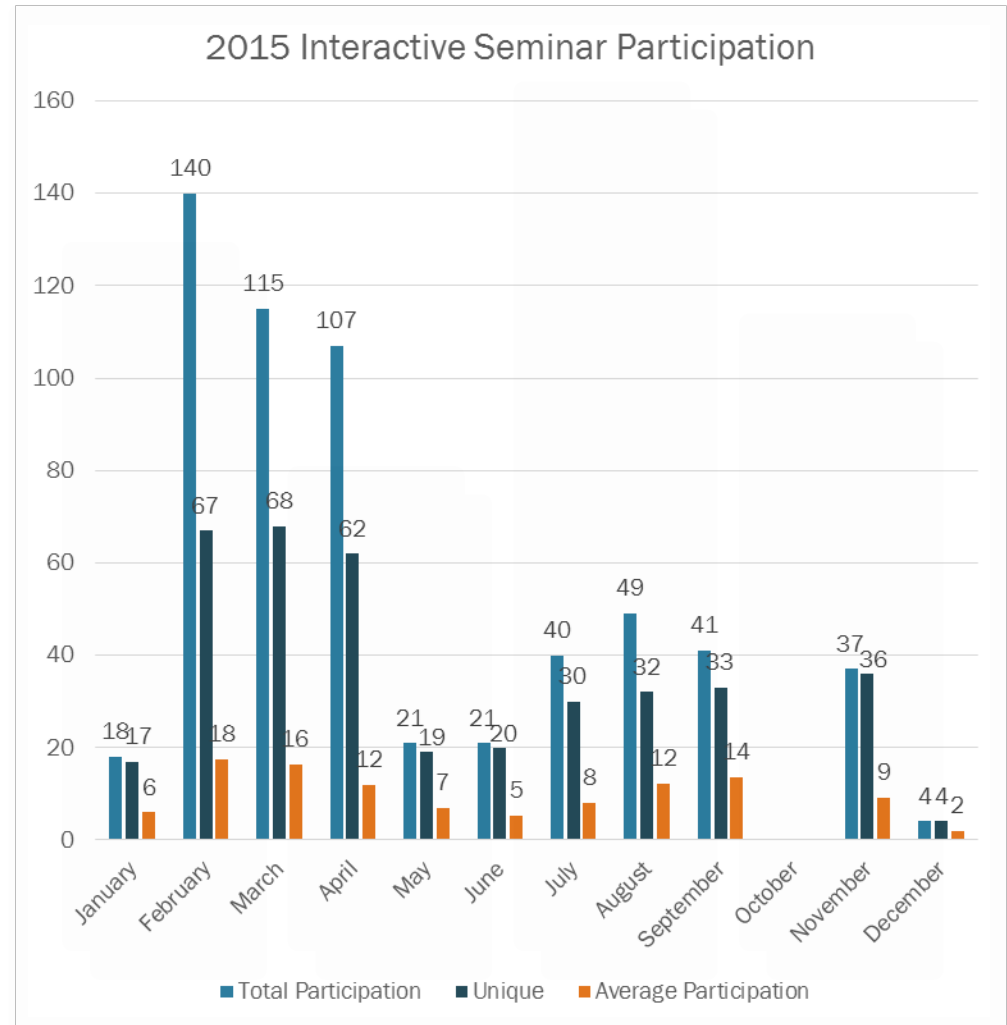
- 61% increase in average monthly participation



Seminars

2015 Highlights:

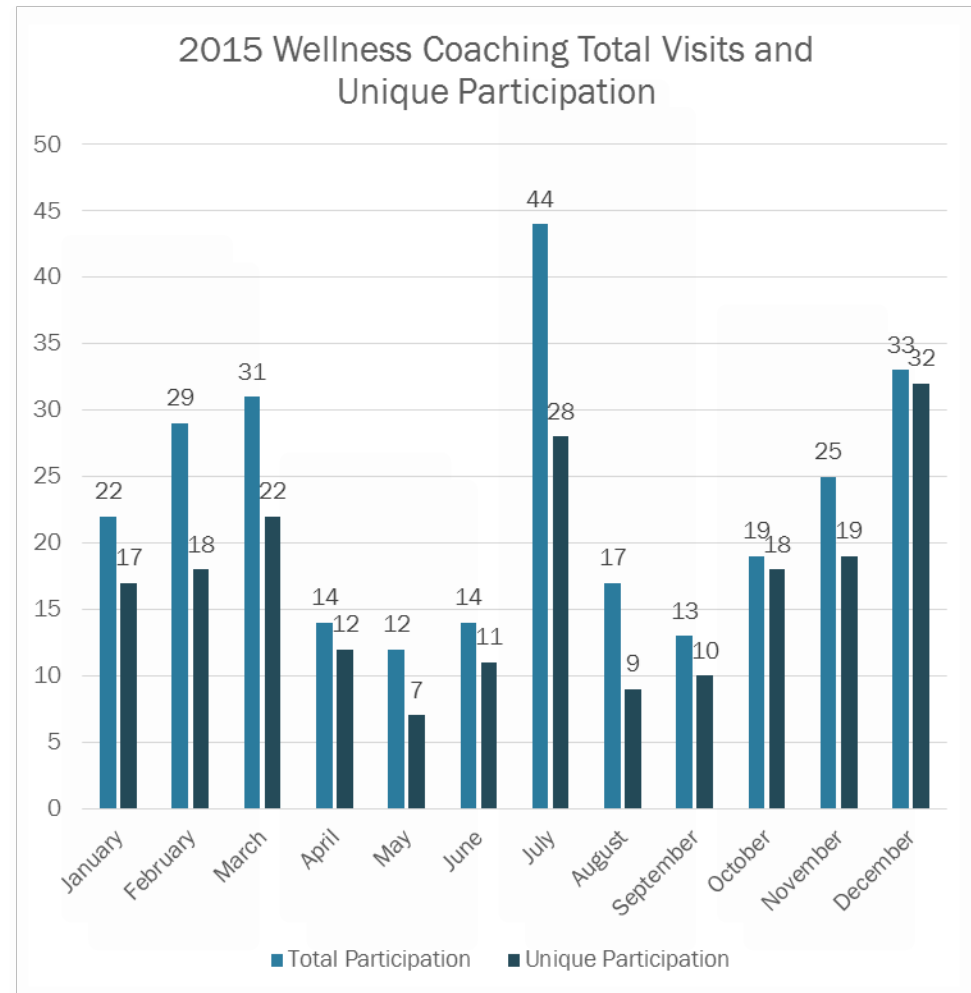
- 593 visits
- 268 unique participants
- 14 avg. participants/class
- Most attended:
 - Kitchen Medicine
 - Your Kidneys and You
 - Meaningful Retirement
- 8% decrease compared to 2014



Coaching

2015 Highlights:

- 273 appointments
- 114 unique participants
- 23 avg. appointments/month
- 26% decrease compared to 2014
- Spikes in participation can be attributed to promoting coaching at special events



Special Events

2015 Highlights:

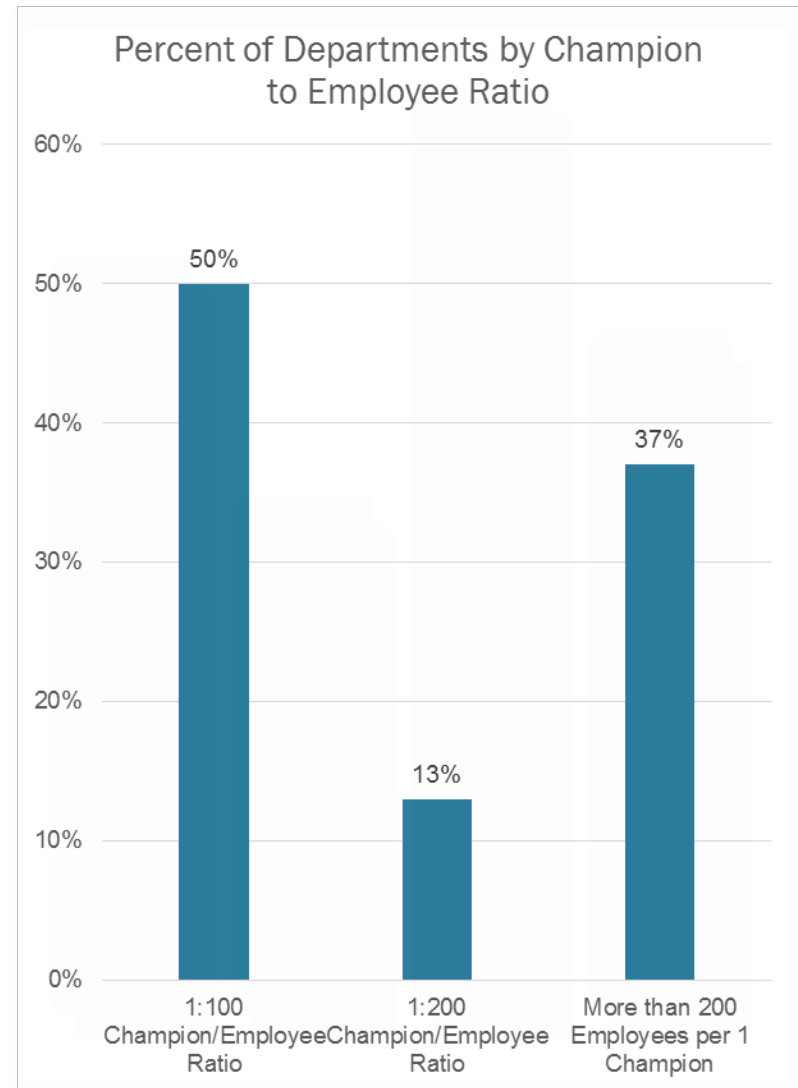
- 12 special events
- Most highly attended:
 - Flu shot clinic (310)
 - Fitness Fair (270)
 - Biometric screenings (210)

2015 Employee Well-being Program Update

Champion Program:

2015 Highlights

- 209 Champions, this is a 27% increase since the beginning of 2015
- 25% decrease in the number of departments without Champions



Well-being Assessment Participation:

