

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

MEMORANDUM

DATE: January 5, 2017
TO: Randy Scott, President, and Members of the Health Service Board
FROM: Catherine Dodd PhD, RN
Director HSS
RE: Board Report: December 6, 2016 to January 4, 2017

HSS Personnel

- Jasmine Devera started on 12/21/2016 as a 1210 Benefits Analysts. Jasmine comes from Tri-Net where she managed a portfolio of over 70 clients. Prior to that she worked for UFCW, so she has a well suited background for HSS.
- Currently Member Services has two 1209 Benefit Technicians and one 1210 Benefits Analyst positions open.
- 0923 the Communications Manager Position has three finalists. The hope is to have the position filled by February 1, 2017.
- Two positions remain vacant per last year's budget for "attrition savings."

Operations

- December 2016 calls increased 25% and call speed of answer increased by 285% over last year. Abandonment rate service level was over 5% of total calls. This was due to Open Enrollment confirmation letters being mailed out late by the mailhouse on December 13th – 15th; almost two weeks later than scheduled.
- HSS is reviewing communications with the mail house to see where the problem started. Members were still able to contact HSS to make corrections if needed, however, HSS was not prepared with staffing to take these calls at the end of December due to holiday scheduling.
- Confirmation letters for new voluntary benefits were sent by EBS the week of December 19th.
- In addition to high call and member in-house assistance for December 2016, Member Services worked on reports from the health plans to audit and perfect enrollments so that eligibility was intact for members on January 1, 2017.
- Member services along, with Administrative Services, scanned approximately 4,000 2017 Open Enrollment forms into our Enterprise Content Management system. This allows staff to electronically review enrollment forms while helping a member instead of pulling paper files.

Data Analytics:

Year-end processing is a busy time for the Data Analytics team as we continue to finalize the new plan year modifications but also complete year-end activities and year roll-over activities.

Continuing to work on the new plan year modifications:

- Completed programming and testing for voluntary benefits inbound and outbound files
- Continuing programming remediation from split carrier enrollment – finalizing deduction and payment files
- Provided audit queries to Operations to identify and correct enrollment errors
- Completed processing of various Calendar year-end activities
- Generated and validated Box 12DD data for W-2s
- Validated Box 10 data for W-2s
- Researched and identified necessary imputed income adjustments
- Provided 1099 filing information for all four employers
- Completed 2017 updates for myhss.org
- Updated 40 web pages
- Relocated all 2016 HSB Board meeting materials to archive section
- Ensured all links, plan documents, group numbers, enrollment forms and other forms (live-work, tax declarations, HIPAA, etc.) are correct for 2017
- Created template for upcoming Wellness Department Healthy Start program
- Created separate presence for Superior Court

In addition the Data Analytics team has been involved in the testing for the Identity Access Management system and in various cyber security initiatives to comply with recently adopted City policies.

Finance

Finance and Accounting

- HSS internal accounting policies review in preparation for new citywide financial system
- Best Doctors initiated, effective January 1, 2017
- Conversion of Blue Shield Medicare and United HealthCare EGWP into New City Plan effective January 1, 2017

Contracting and Vendor Management

- Fully executed service agreement with Fidelity National Technology Imaging for offsite scanning and digitization of hardcopy member records.
- Fully executed agreement with UnitedHealthcare Services for City's self-funded employee benefit plan.
- Finalized member claim form and instructions for requests for reimbursement under the Adoption and Surrogacy Assistance Plan.

Communications

- Formatted and worked with Data Analytics team to mail out 72,905 Open Enrollment confirmation letters.
- Redesigned and edited content for the Annual Report.

Wellness

- Wellness Center Annual Report is available: <http://myhss.org/well-being/downloads/2016WellnessCenterReport.pdf> (this link will be updated tomorrow to include a final report)
 - 7730 visits (5% decrease)
 - 644 visits/month
 - 84% of participants used the Wellness Center for group exercise
- EAP Annual Report is available: http://myhss.org/well-being/downloads/2016_EAP_Annual_Report.pdf
 - 3720 employees were reached by EAP in 2016. This represents a 77% increase compared to 2015
 - 68% of EAP service hours were spent counseling
 - Clinical Client Services
 - 407 clients (12% increase from 2015)
 - 1095 contact hours (30% increase from 2015)
 - 40% cite work-related problems
 - Organizational Well-Being Services
 - 332 services (12% increase from 2015)
 - 3369 employees served
 - Orientations, including participation at health fairs and flu clinics reached the largest amount of members

Director: Meetings/Legislation/Presentations/Misc.

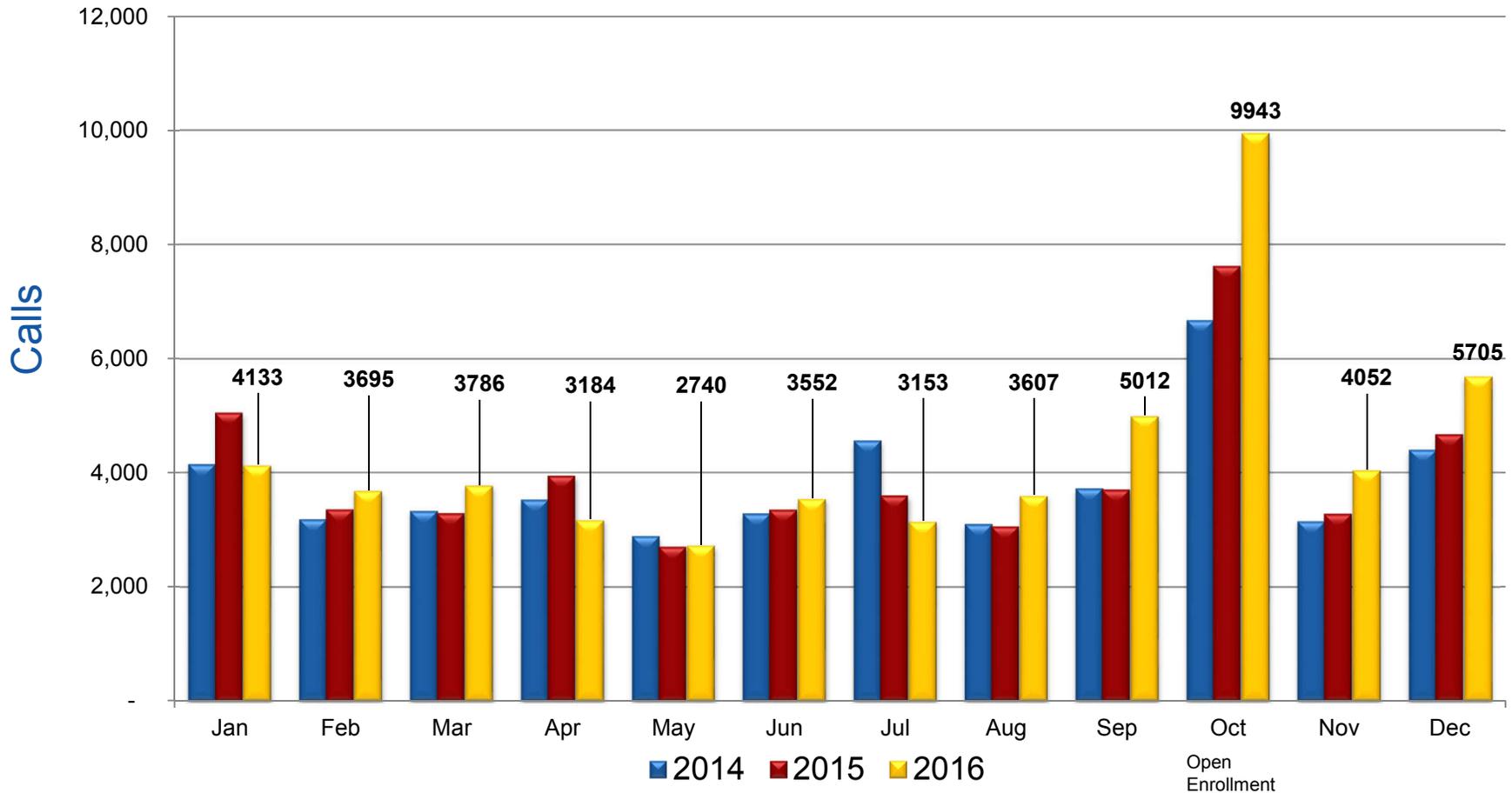
- Participated in Pacific Business Group on Health Kaiser Permanente Customer Advisory Group meeting
- Participated in interviews for Communications manager
- Participated in Wellness Sponsors' meeting
- Worked on Performance Guarantees
- Had initial budget meetings with CFO
- Participated in BSCA account meeting
- Participated in development of Well-Being brand development

- Attended Adaptive Business Leaders' in Health meeting
- Participated in State Legislative Committee meeting and presented HSS priorities
- Participated in Kaiser Permanente Clinical Engagement meeting on Opioid use meeting
- Met with COO regarding Dependent Verification Audits
- Attended KPMG webinar on the new administration and the ACA
- Represented the Department at Due Diligence meeting
- Met with Blue Shield re: ACO targets and regarding Autism case rate billing
- Met regularly with AON

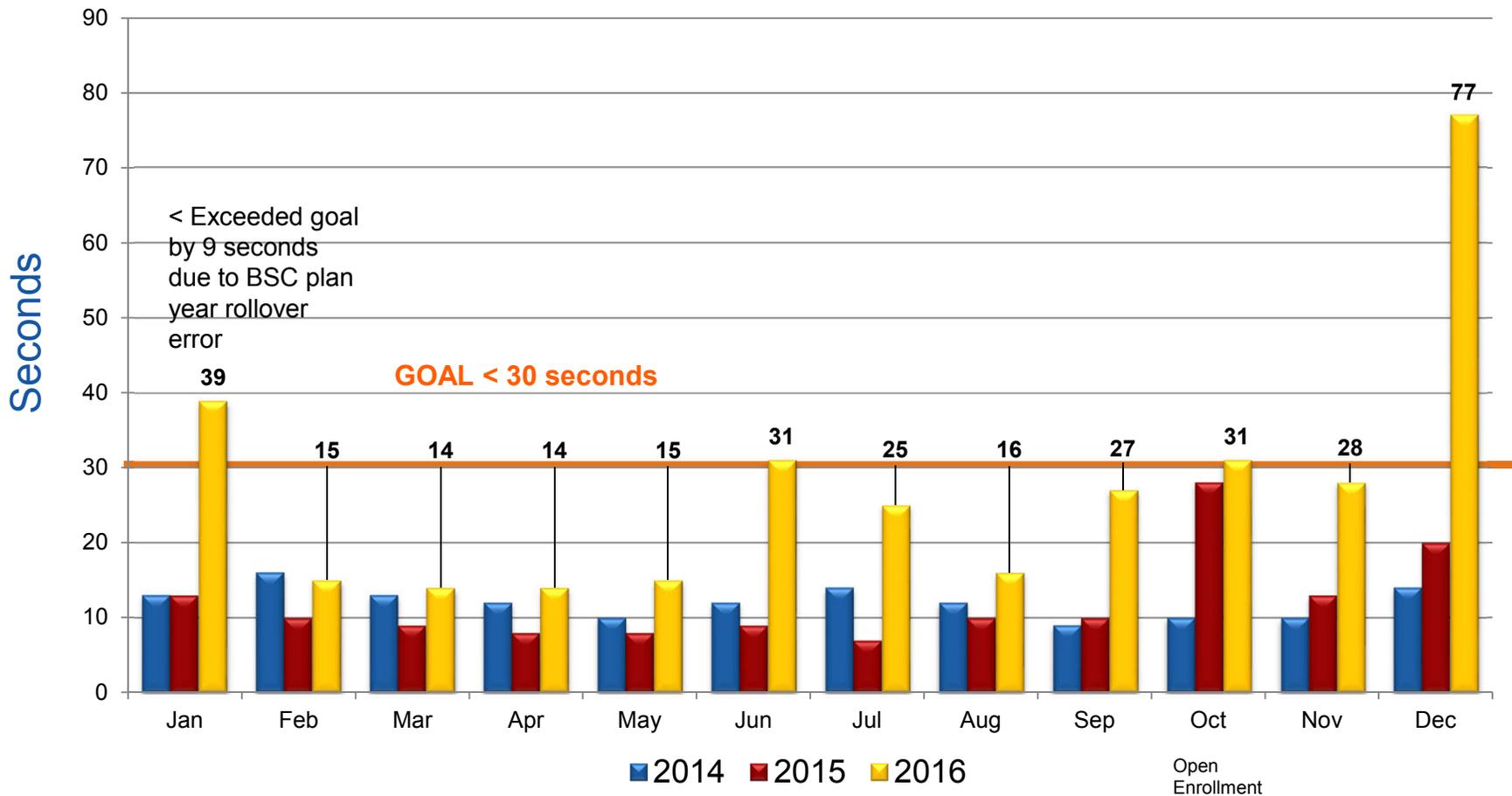
Calls and Office Visits: December 2016

- Calls and In-person Assistance total:
 - Inbound calls: 5,705 answered calls (22% ↑ from 2015)
 - Speed of answer: 77 seconds (285% ↑ from 2015)
 - Abandonment rate: 5.6% (340 Calls)
 - In-person assistance: 1,349 members (14% ↑ from 2015)

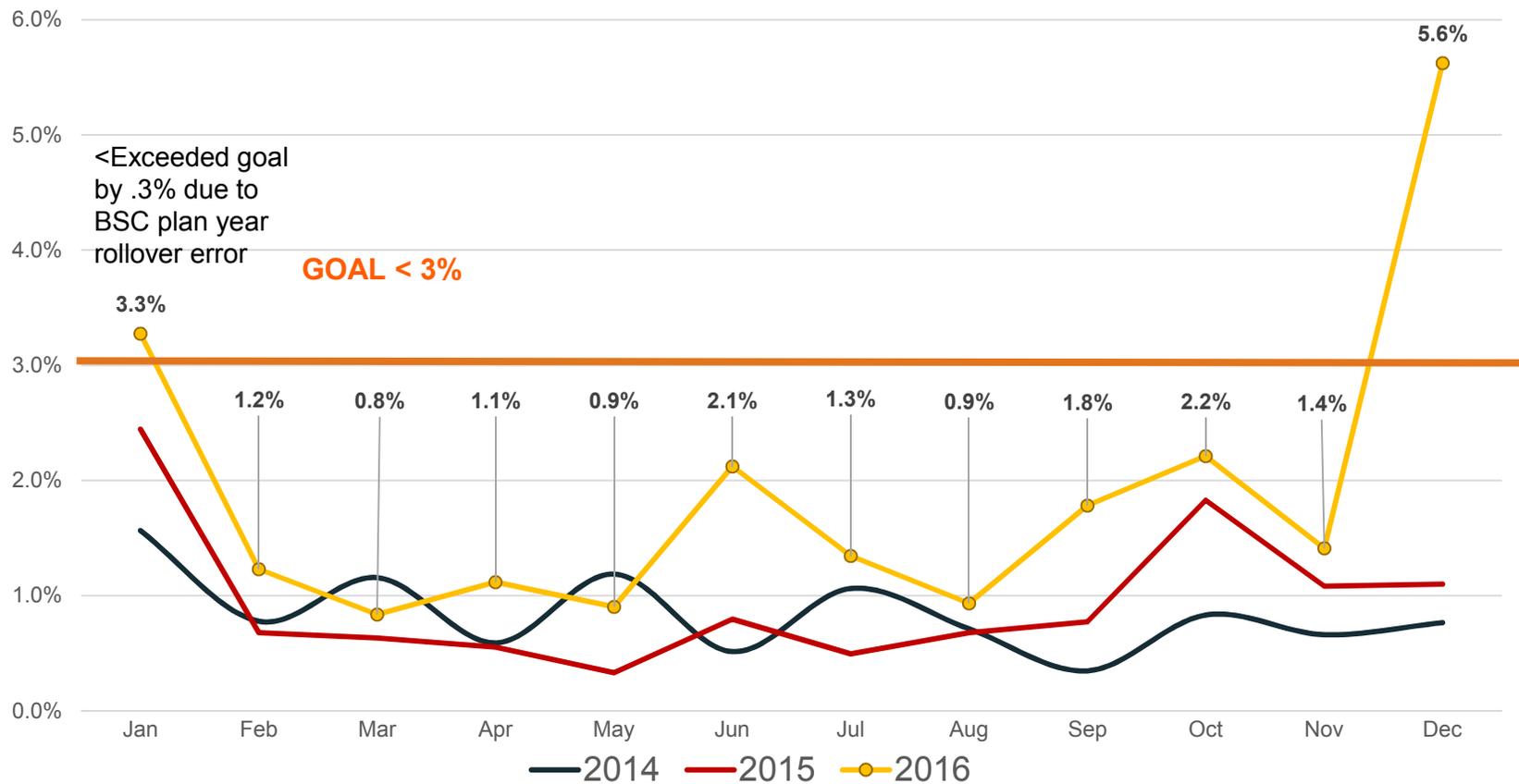
Inbound Calls: December 2016



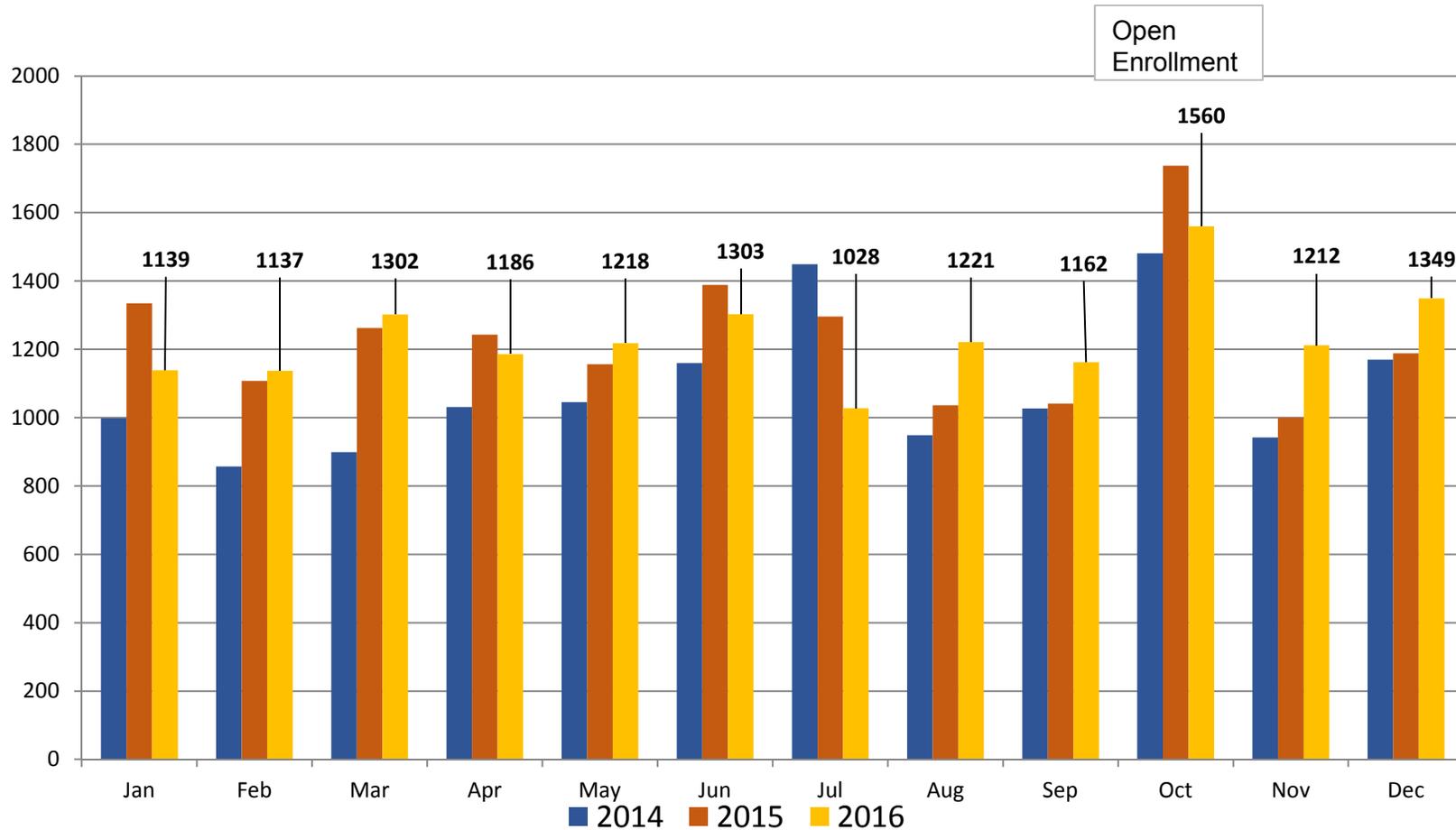
Call Speed of Answer: December 2016



Abandonment Rate: December 2016



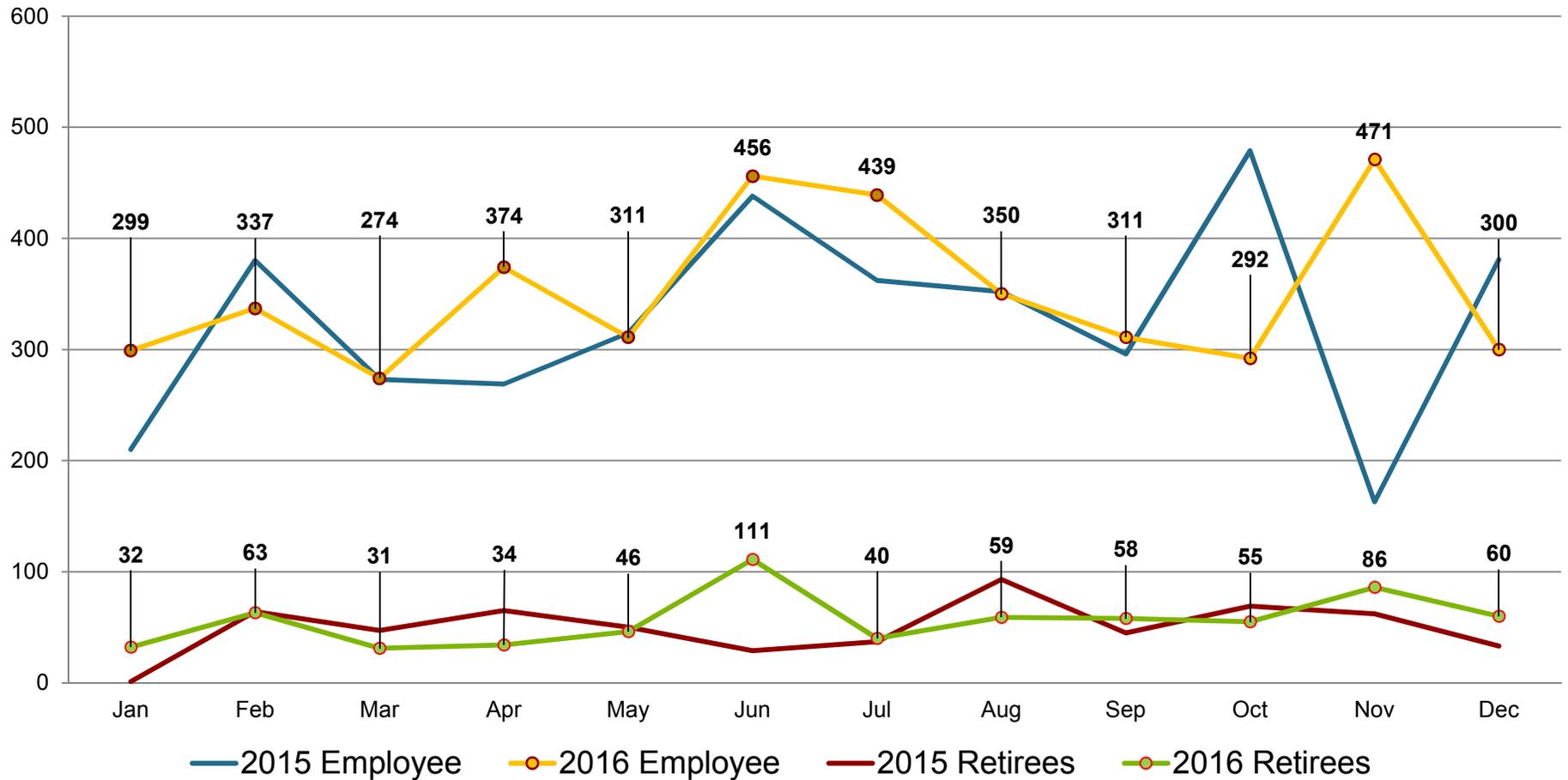
In-person Assistance: December 2016



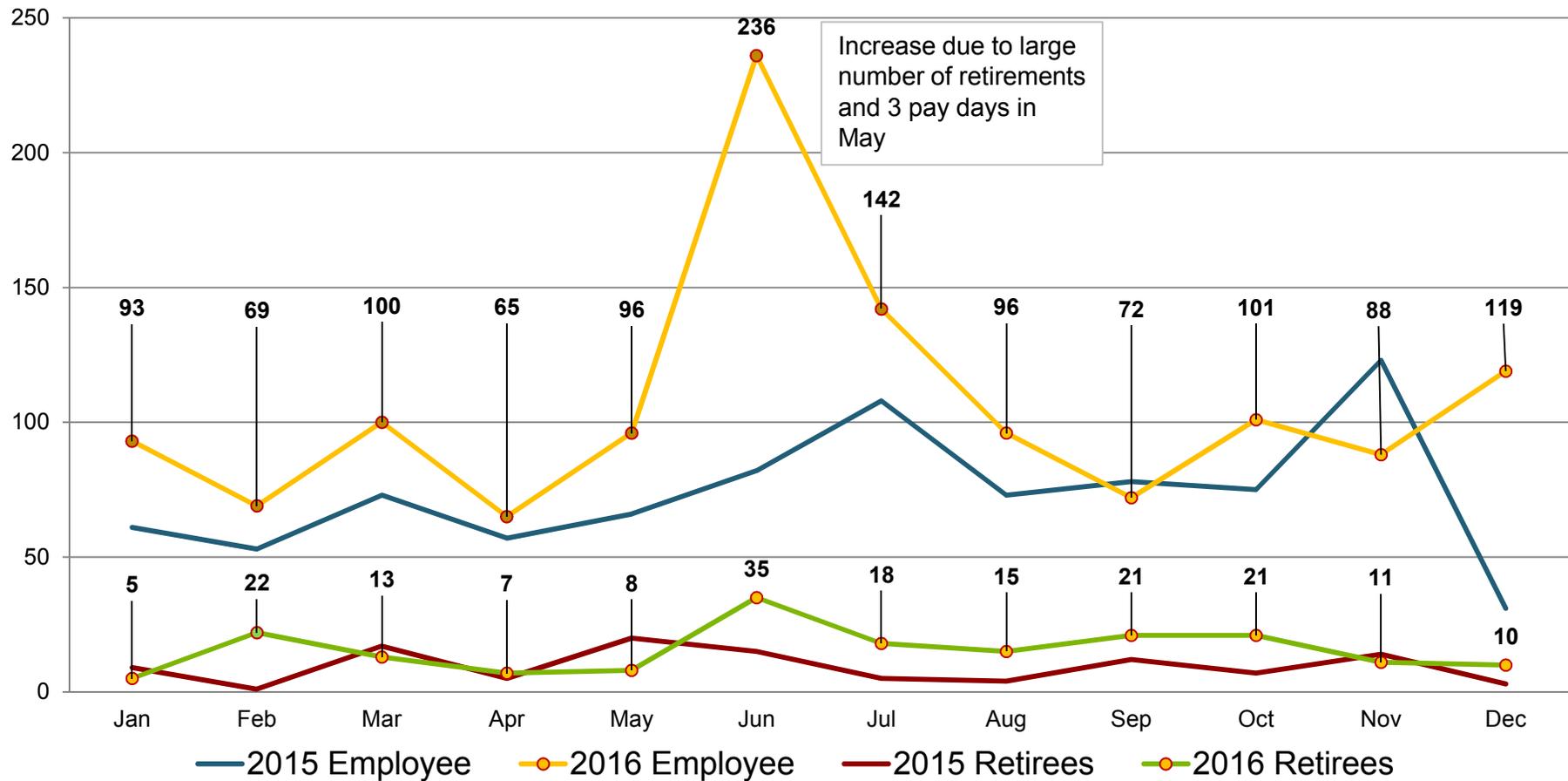
Delinquencies & Terminations: December 2016

- Delinquency Notices Sent
 - Employees: 300
 - Retirees: 60
- Termination Notices Sent
 - Employees: 119
 - Retirees: 10

Delinquency Notices: December 2016



Termination Notices: December 2016



Data Analytics Management Report

January 12, 2017

PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

New Plan Year Modifications:

- Completed programming and testing for voluntary benefits inbound and outbound files
- Continuing programming remediation from split carrier enrollment – finalizing deduction and payment files
- Provided audit queries to Operations to identify and correct enrollment errors

Calendar Year-End Processing:

- Generated & validated Box 12DD data for W-2s
- Validated Box 10 data for W-2s
- Researched and identified necessary imputed income adjustments
- Provided 1099 filing information for all four employers
- Generated letters for annual Domestic Partner recertification for tax-favored health premium contributions

IT INITIATIVES

Attended vendor kick-off meeting for file room digitization

Completed 2017 updates for myhss.org

- Updated 40 web pages
- Relocated all 2016 HSB Board meeting materials to archive section
- Ensured all links, plan documents, group numbers, enrollment forms and other forms (live-work, tax declarations, HIPAA, etc.) are correct for 2017
- Created template for upcoming Wellness department Healthy Start program
- Created separate presence for Superior Court

Completed year-end backups of all file servers

Submitted HSS IT accomplishments and highlights to the Committee on Information Technology (COIT) for possible inclusion in the next City ICT Plan

Created new routing rules in the Enterprise Content Management (ECM) system to reflect operational needs

IT INITIATIVES

Cyber Security:

- Attended December 12th meeting on COIT Disaster Preparedness, Response, Recovery and Resiliency (DPR³) policy
- Attended Cybersecurity Policy Readiness Assessment workshop
- Conducted Tenable network security scans per Department of Technology direction
- Remediated vulnerable systems per assessment findings and created plans to address any other identified weaknesses
- Initiated National Institute of Standard and Technology (NIST) security assessment. Initial phase due at end of January
- Initiated Continuity of Operations Plan (COOP) checklist to fulfill requirements of City's DPR³ policy

DATA ANALYTICS

- Provided 2017 aggregate enrollment data to CSF and CRT for budgeting
- Prepared annual SB90 Fiscal Year Cost Data report (for claim for employer paid healthcare for families of those killed in the line of duty)
- Initiated data extracts to prepare annual demographic report
- Created 25+ reports in the new Wellness Tracking database to assist the Wellness team in quantifying utilization of their services
- Provided data on infertility utilization
- Created Microsoft Word forms with Visual Basic integration for data extraction to streamline and simplify department budget process

Other:

- Participated in daily phone calls as part of implementation of Identity Access Management (IAM). IAM will allow individuals not behind the City's firewall to connect to PeopleSoft which will be important to self-service benefits
- Conducted 3 rounds of testing (including the Christmas holiday weekend)

Finance and Contracting Activities Update

Finance and Accounting

- FY 2017-2018 and FY 2018-2019 Budget preparation
- HSS internal accounting policies review in preparation for new citywide financial system
- Best Doctors initiated effective January 1, 2017
- Conversion of Blue Shield Medicare and United HealthCare EGWP into New City Plan effective January 1, 2017

Contracting and Vendor Management

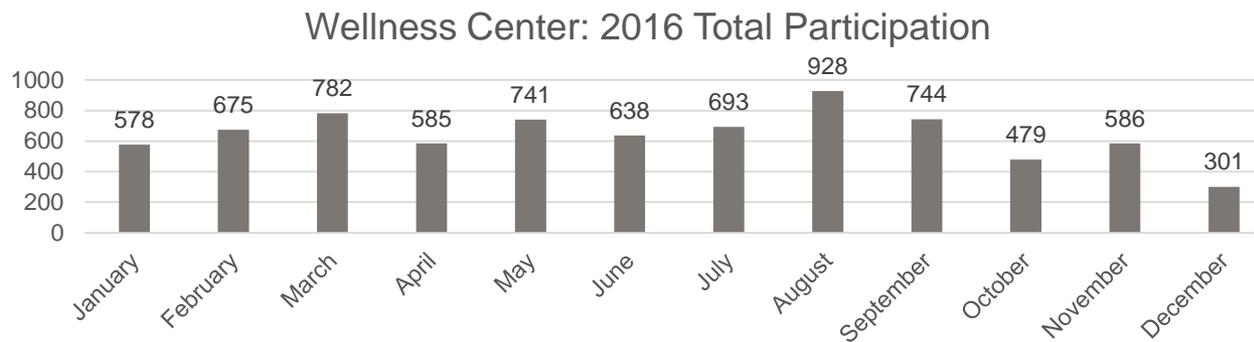
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Well-Being Monthly Report

MONTHLY REPORT | December 2016

Wellness Center 2016 Annual Report Highlights

- 7730 visits (5% decrease)
- 644 visits/month
- 84% of participants used the Wellness Center for group exercise

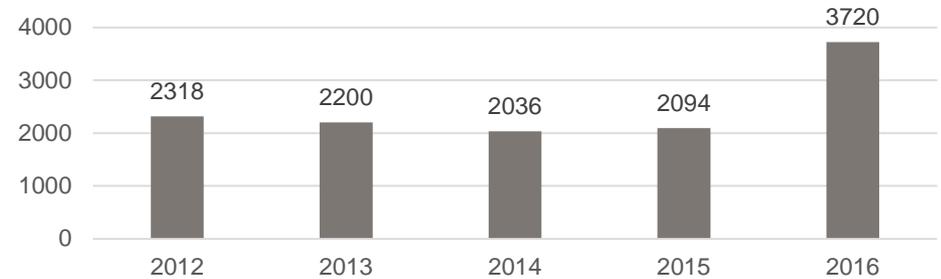


Employee Assistance Program: 2016 Annual Report Highlights

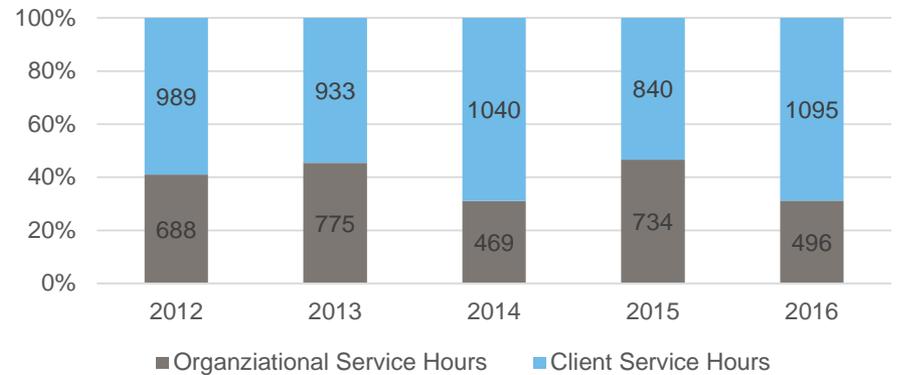
Total EAP Reach by Year

- 3720 employees were reached by EAP in 2016. This represents a 77% increase compared to 2015
- 68% of EAP service hours were spent counseling

Total Employee Contact by Year



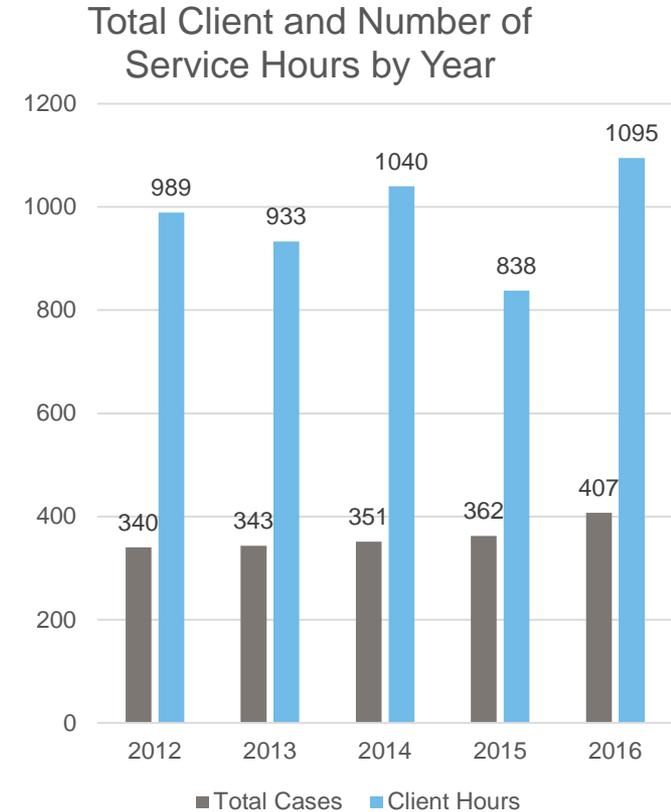
Percentage of Service Hours spend on Organizational vs Client Services by Year



Employee Assistance Program: 2016 Annual Report Highlights

Clinical Client Services

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- 1095 contact hours (30% increase from 2015)
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Employee Assistance Program: 2016 Annual Report Highlights

Organizational Well-Being Services

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Number of Hours, Services and Participants in Organizational Wellness Services by Year

