

MEMORANDUM

DATE: January 12, 2023
TO: Randy Scott, President, Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: January 12, 2023, Director's Report

SFHSS Remains Closed to the Public.

The January 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. Bivalent (two-strain) booster vaccines are available now for ages 6 months and older. <https://sf.gov/get-vaccinated-against-covid-19>

SFPDH/CDPH Health Alerts (3 resource links)

1. CDPH Health Advisory Lower Barriers to Prescribing COVID-19 Therapeutics to Mitigate Impact of COVID-19 and CDC Health Update Updates on COVID-19 Therapeutics for Treatment and Prevention December 21, 2022 <https://bit.ly/3WTkuvG>
2. Health Update: Expanded Mpox Vaccination Recommendations December 9, 2022 <https://bit.ly/3Cqx0dF>
3. Health Advisory for SF Providers: Influenza and Respiratory Virus Season 2022–23 November 23, 2022 <https://bit.ly/3GMt4GV>

SFUSD- Emergency Status

The San Francisco Unified School District is experiencing payroll system problems which cause some District SFHSS Members to appear ineligible for health benefits. On November 7, 2022, the District declared a Payroll State of Emergency over EMPowerSF, its payroll system. On December 5, the SFUSD Superintendent reached out to SFHSS to convey this sense of urgency and to elicit attention to resolving the health plan enrollment problems that are occurring. SFHSS member Services, Finance, Enterprise Systems and Analysts, and Communication staff are working with the District to identify individual problems and bring them to rapid resolution.

Administrative Meetings – Strategic Alignment

Abbie Yant, SFHSS Executive Director continues to represent the Department's interest in supporting the advancement of Primary Care Practices. Executive Director Yant attended the Integrated Healthcare Association Board of Directors and IHA Stakeholders meeting, the Pacific Business Group on Health (PBGH) Member meeting and the PBGH Advanced Primary Care (APC) workgroup has issued APC principles for model contract and subsequently sent out a formal Request for Information to a significant number of primary care practices and independent physician associations. Additionally, Executive Director Yant attended a convening of key leaders, hosted by California Quality Collaborative to discuss the shared interest in supporting primary care practices. The attendees included: CMMI, CMS Medicaid, Covered California, CA Department of Healthcare Services, PBGH, California Health

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Care Foundation, BSC, Healthnet, Integrated Healthcare Association, and others. It was remarkable how much alignment exists among this wide array of organizations from throughout California. CMMI Director Liza Fowler noted how helpful it is to have such a broad consensus.

Black Out Notice Reminder (see attached slides)

Blackout Period Timeframe

- The Blackout Period Competitive bid process for actuarial services and associated health benefit consulting services will commence on December 8, 2022, and conclude after the Health Service Board's final approval of the contract award in June 2023.
- The Blackout Period Annual Rates and Benefits for the 2024 plan year will commence on December 8, 2022, and will conclude after the Board of Supervisors' final approval of the health plan rates and benefits in July 2023.

Mental Health Forum

With the support of Aon, SFHSS hosted on December 6, 2022, 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.

SFHSS Audit and Compliance 2022 Report and 2023 Plan (see attached slides)

SFHSS is pleased to report no significant findings on audits completed during PY2022. The Audit Plan for PY 2023 is addressed in the attached document. SFHSS has also completed the inventory of compliance requirements and has confirmed the completion of all activities.

Racial Equity, Diversity & Cultural Heritage Celebrations

Conversations about cultural representation, identity, and diversity in our nation's history and today are being commemorated in upcoming heritage events hosted by our City partners. The San Francisco Human Rights Commission is partnering with the Northern California MLK Community Foundation to sponsor the second annual [Martin Luther King Day Celebration](#) at San Francisco's Herbst Theatre on Friday, January 13th. Martin Luther King Day is observed every year on the third Monday in January as a federal holiday. This year's theme of *Freedom, Justice, and Beloved Community: A Celebration of Dr. Martin Luther King Jr.* promises an inspirational evening to kick off a week of MLK '23 celebration events across San Francisco.

More than 1 billion people across the world will also celebrate the start of the Lunar New Year beginning Sunday, January 22. Known also as Chinese New Year, Vietnam's Tết Nguyên Đán or South Korea's Seollal, it's a time for families to gather for big feasts; it's also a chance for people to put the past behind them and look forward to a fresh start. The [Asian Art Museum](#) is hosting a presentation on Tuesday, January 17th to highlight the colorful traditions and symbolism honoring the year of the Water Rabbit.

At the state level, the legislative impacts of racial equity, diversity, and cultural heritage are manifesting in changes that impact both health and well-being. Those who celebrate Lunar New Year will have a new state holiday to mark the occasion with [Assembly Bill \(AB\) 2596](#) allowing any state employee to take the day off in observation. [Assembly Bill \(AB\) 133](#) is also requiring the adoption and reporting of standardized health plan measures as a key commitment to advancing equitable health outcomes for

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

all. To identify the measures, the California Department of Managed Health Care (DMHC) convened a [Health Equity and Quality Committee](#) to put forth [statewide recommendations](#) that directly impact marginalized communities of color.

2020-2022 Strategic Plan Close-Out

At the November 10th, 2022 meeting, the Health Service Board unanimously approved the design and development of the [Strategic Plan 2023-2025](#), with our refreshed Mission, Vision, and Values framing organizational efforts for the future. The Board has been active and diligent in the implementation, assessment, and evaluation of results from the previous Health Service System Strategic Plan for the years 2020-2022. This includes detailed reporting provided to the Board about each business initiative along with commentary on the progress that is archived on the [Board Policies and Reference Documents](#) website.

This update seeks to close out reporting provided to Commissioners for the 2020-2022 Strategic Plan, by providing a chart that shows the proportion of initiatives completed, ongoing, and discontinued. SFHSS has taken great care in narrowing focus by assessing our member's most pressing needs concerning our sphere of influence and control. This chart specifically highlights how common themes from ongoing initiatives from the previous plan are embedded within strategic goals for the current plan including a brief synopsis of carry-forward themes.

| 2020-2022 Original Strategic Goals | Total Number of Initiatives | Completed | Ongoing | Discontinued | 2023-2025 Strategic Goals Themes from former initiatives are embedded within refreshed strategy |
|------------------------------------|-----------------------------|-----------|-----------|--------------|--|
| Affordable & Sustainable | 12 | 9 (75%) | 3 (25%) | 0 | Affordable & Sustainable <ul style="list-style-type: none"> Leveraging purchaser groups to find common interests and strategize cost, quality, and measurement standards. Managing ongoing change in healthcare spend as compared to national/local trends. Optimize Service <ul style="list-style-type: none"> Monitoring the digital landscape to determine its role in promoting usage by members. Developing new survey tools to capture member experience. Develop a member portal for digital communication. Developing collaborative partnerships with DHR, City depts. and key stakeholders that intersect with the member benefits experience. Execute Service Level Agreements with other employers as needed. Evaluate the need for third-party Benefits Communication Consultant partners. |
| Reduce Complexity & Fragmentation | 14 | 9 (64%) | 5 (36%) | 0 | |
| Engage & Support | 4 | 2 (50%) | 2 (50%) | 0 | |
| Choice & Flexibility | 3 | 1 (66.6%) | 2 (33.3%) | 0 | |

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

| | | | | | |
|----------------------------------|----|---------|---------|--------|---|
| | | | | | <ul style="list-style-type: none"> Design a process for selecting new LEAN process improvement processes. |
| Whole Person Health & Well-Being | 13 | 8 (62%) | 4 (31%) | 1 (7%) | Mental Health & Well-being <ul style="list-style-type: none"> Conducting a formal evaluation of Wellbeing and Employee Assistance Program services. Reviewing Retiree Assessment results and identify core areas of focus and future touchpoints. Reviewing and outlining an approach to implementing a workforce health model in concert with City partners. |

Completed: Planning and implementation have come to fruition, while periodic follow-up and reporting occurs.

Ongoing: Phased implementation has begun with ongoing planning that is needed based on continuous the nature of the initiative.

Discontinued: Initiatives were deemed low priority concerning our sphere of influence and control.

ADMINISTRATION UPDATES:

VSP Electronic Rx Capability

At this time, VSP does not have plans to upload prescriptions to the members' vsp.com accounts for the following reasons:

- 1) Many members do not have accounts set up on vsp.com
- 2) Currently, only the primary subscriber can have an account, and uploading prescriptions for spouses and any other dependents would be a HIPAA violation since the primary account holder would have access to them,

Members can easily get their prescriptions from their prescribing eye care provider (both paper form or electronically) and this will also ensure that the prescription is up to date.

Neither VSP nor SFHSS Member Services has received similar inquiries or complaints.

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: January 2023

PERSONNEL

Position Control:

of active employees **44**

of vacancies **24**

- # of departures 1
- # of active recruitment *6
- # of pre-recruitment analysis 17

(*Sync ups with approved vacancy report)

Resignation/Retirements:

- 1209 Benefit Technician Resigned: Donchen Ma – 1/6/2023

Recruitments:

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

- 1210 Benefit Analyst: Post announcement in mid-January.
- 1209 Benefits Technician: (ACE Program) 2 candidates selected. Pre-employment vetting process.
- 1209 Benefits Technician: (Regular Recruitment) Exam scoring completed and currently being reviewed.
- 1632 Sr. Accountant: (TEX CAT17) Currently interviewing candidates.
- 0931 Communication Director: Interviews completed.

OPERATIONS:

During December 2022, SFHSS focused its effort on year-end activities that support our members.

- Open Enrollment Confirmation Statements were mailed to all members.
- Requested annual declaration from Members with enrolled domestic partner dependents to ascertain whether they meet IRS standards for tax-favored premium contributions.
- Onboarded a new website vendor to assist SFHSS administration in complying with the City's Digital Accessibility Mandate.
- Completed year-end adjustments prior to final payroll processing/confirmation.
- Provided requested employee benefits data to the Controller's Office for preparation of W-2 Forms.
- Prepared IRS 1095-C and IRS 1099 MISC forms for all qualifying members.
- Provided data to the Controller's Office for CA State reimbursement of healthcare for dependents of members killed in the line of duty (SB90 Program 197)
- Finalized New Retiree Health Benefits Calculator tool for external testing and planned winter roll-out to all members.

Member Services Statistics

- 3,595 calls were handled in December 2022, a 1.15% increase from November 2022.
- 175 virtual Member consultations were conducted in December, a 4.32% decrease from the previous month (101 for Retirees, 29 for New Hires, and 44 for Family Status Changes).
- Created a dedicated SFUSD support line that handled 435 USD member calls in December.
- Member Services staffed 46 hours of overtime to complete multiple work streams, including finalizing Open Enrollment corrections.

FINANCE AND BUDGET

- Reviewed instructions and discussed the budget process with Mayor's analysts.
- Completed backfill for budget staff using the controller FAST team
- Started selection process for backfilling accounting staff on leave of absence.

CONTRACTS

- Executed Second Amendment to the 2021 Dental Providers of California Agreement (UHC Dental).
- Executed 2023 Kaiser Washington Master Application and Rate Confirmation.
- Executed Fourth Amendment to CredibleMind Agreement for on-demand behavioral health and wellbeing resources.
- Executed Fourth Amendment to ComPsych Corporation Agreement for employee assistance program (EAP) services and support).
- Providing ongoing support for medical/Rx claims and prior authorizations data, and medical care/disease management history data for EPO-plan member transitions.

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

WELL-BEING (see attached slides)

Attachments:

- COVID Slides
- Black Out Notice
- Audit and Compliance CY 2022 Report and Plans for CY 2023
- Well-Being Slides

San Francisco Health Service System Health Service Board

COVID-19 Update

January 12, 2023

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 12/20 | Health Net As of 12/30 | Kaiser Permanente of California | | UnitedHealthcare | |
|-------------------------|---------------------------------------|------------------------|---------------------------------|--------------------|--------------------------|-------------------------------------|
| | | | Non-Medicare as of 1/1 | Medicare as of 1/1 | Non-Medicare as of 12/21 | Medicare ^[1] as of 12/12 |
| Primary Series Partial | 1,238 | 21 | 558 | 48 | 508 | — [2] |
| Primary Series Fully | 28,638 | 304 | 47,430 | 13,312 | 768 | 14,678 |
| Total | 29,876 | 325 | 47,988 | 13,360 | 1,276 | — [2] |
| 1 st Booster | 18,330 | 272 | 36,168 | 12,343 | 673 | 12,241 |
| 2 nd Booster | 3,259 [3] | Not available | Not yet available | Not yet available | Not yet available | Not yet available |
| 3 rd Booster | Not yet available | 100 | Not yet available | Not yet available | Not yet available | Not yet available |

| | | | | | | |
|----------------------|---------------|------------|---------------|---------------|--------------|---------------|
| Total Members | 35,438 | 385 | 53,859 | 14,003 | 3,200 | 17,581 |
|----------------------|---------------|------------|---------------|---------------|--------------|---------------|

[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.

[3] BSC “2nd booster” is pulled as “2 or more” in BSC data. At this time, they are unable to break it out further for the 3rd booster

SFHSS Specific Data — Hospitalizations

| | Blue Shield of California | Health Net | Kaiser Permanente of California | | UnitedHealthcare | |
|-----------------------|---------------------------|------------|---------------------------------|---------------|------------------|---------------|
| | | | Non-Medicare | Medicare | Non-Medicare | Medicare |
| Hospitalization Cases | 193 | 0 | 181 | Not Available | 313 | 371 |
| In ICU | Not Available | N/A | 31 | Not Available | 11 | 78 |
| w/ a Ventilator | Not Available | N/A | Not Available | Not Available | 4 | 30 |
| Total Members | 35,438 | 385 | 53,734 | 13,982 | 3,200 | 17,581 |

Data is from March 2020 to December 2022

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

SFHSS Specific Data — COVID-19 Antiviral Treatments

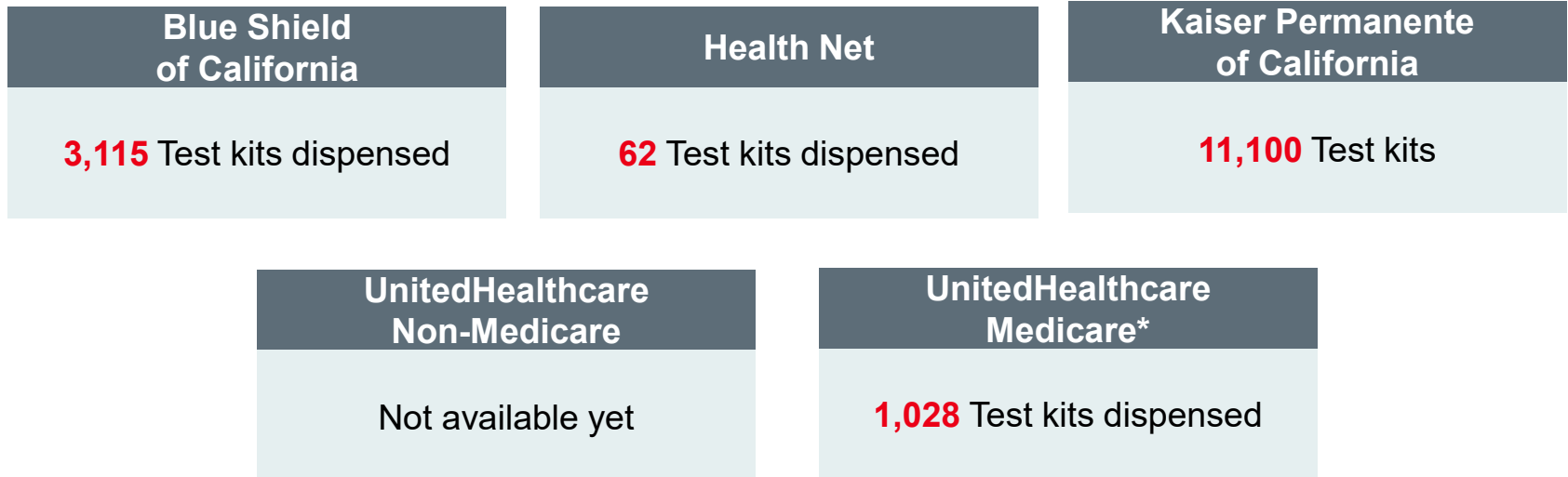
Anyone who has tested positive for COVID and is at high risk for a serious case should immediately contact a health care provider and ask for one of the antiviral drug treatments available, which must be taken at the onset of COVID symptoms

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
-
- 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 December 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 01/01/2023)

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 |

MEMORANDUM

DATE: December 8, 2022
TO: Randy Scott, President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: Notice of the Black-Out Periods

Pursuant to the Board's Policies, the Board must be notified of Blackout Periods. This memorandum shall notify the Health Service Board ("Board") of the San Francisco Health Service System ("SFHSS") Blackout Period in connection with:

1. The competitive bid process for actuarial services and associated health benefit consulting services and the
2. The Annual Rates and Benefits for the 2024 plan year

Prohibited Communications

During these concurrent Blackout Periods, the Board is prohibited from any communications with potential SFHSS service providers on matters relating to SFHSS contracting for actuarial services or health plan benefits and administration, except communications on SFHSS matters during public meets of the Board or Board Committee Meetings.

Communications include face-to-face conversations, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications. Any communications with service providers for reasons unrelated to SFHSS during the Blackout Period must be immediately disclosed in writing to the Executive Director and the Board.

Blackout Period Timeframe

The two blackout periods will overlap.

1. The Blackout Period **Competitive bid process for actuarial services** and associated health benefit consulting services will commence on December 8, 2022, and conclude after the Health Service Board's final approval in June 2023.
2. The Blackout Period **Annual Rates and Benefits** for the 2024 plan year will commence on December 8, 2022, and conclude after the Board of Supervisors' final approval of the health plan rates and benefits in July 2023.

MEMORANDUM

DATE: January 12, 2023
TO: Randy Scott, President, Members of the Health Service Board
FROM: Iftikhar Hussain, SFHSS Chief Financial Officer
RE: Audit Report CY2022 and Audit Plan for CY Y2023
Compliance Inventory and Plan for CY2023

SFHSS Audit and Compliance Report and Plan

Audit Report for CY 2022

CY 2022 Audits: The following audits were performed and there are no significant findings.

1. External Financial Audit of Health Benefit Trust completed in November 2022
2. Rx rebate Audit to validate rebates applied per the contract and returned to SFHSS.
 - a. Blue Shield in process with a January 2023 target completed
 - b. UHC completed June 2022
3. Operations Audit
 - a. Blue Shield completed March 2022
4. Implementation Audit
 - a. Blue Shield completed March 2022
 - b. Healthnet completed August 2022

In addition, the controller's office issued a report on January 4, 2023 for the CY 2021 Post Audit and Continuous Monitoring Program. We are reviewing the report and will provide an update to HSB in the February's Director report.

Audit Plan CY 2023

1. External Financial Audit of Health Benefit Trust
2. Pharmacy financial terms for Blue Shield and United.
3. Medical Claims audit for Blue Shield HMO

Compliance Report for CY 2022

1. Updated and formalized an annual compliance reporting inventory.
2. All requirements were met.

Compliance Plan for CY 2023

1. Ongoing compliance monitoring

Well-Being Monthly Report

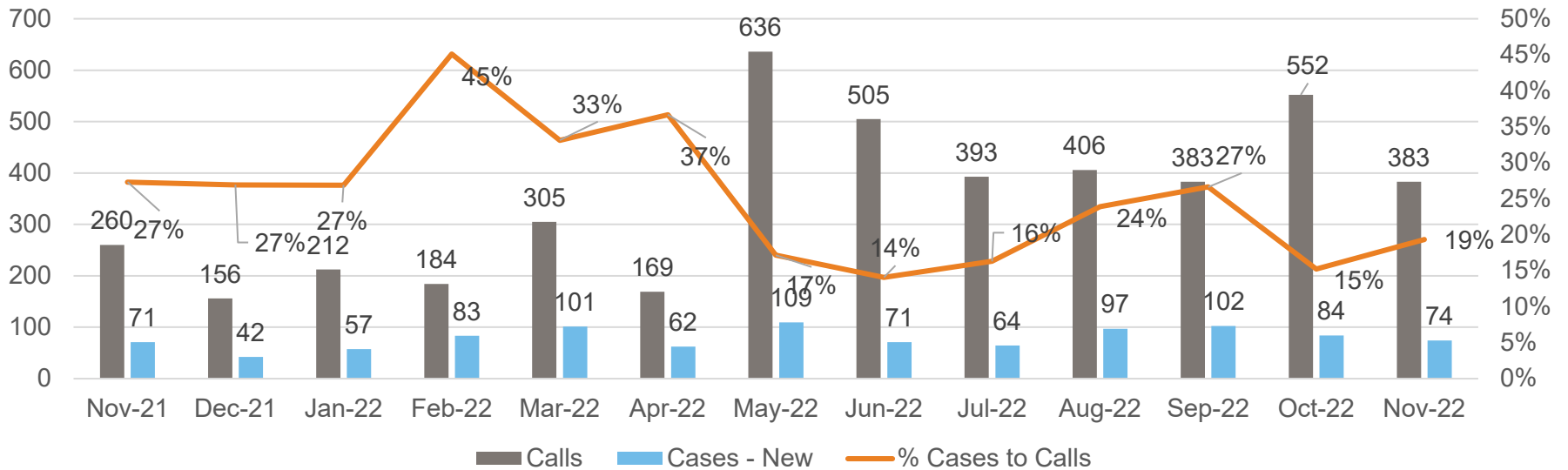
Health Service Board Meeting January 12, 2023

Calls/Cases: Internal & External EAP

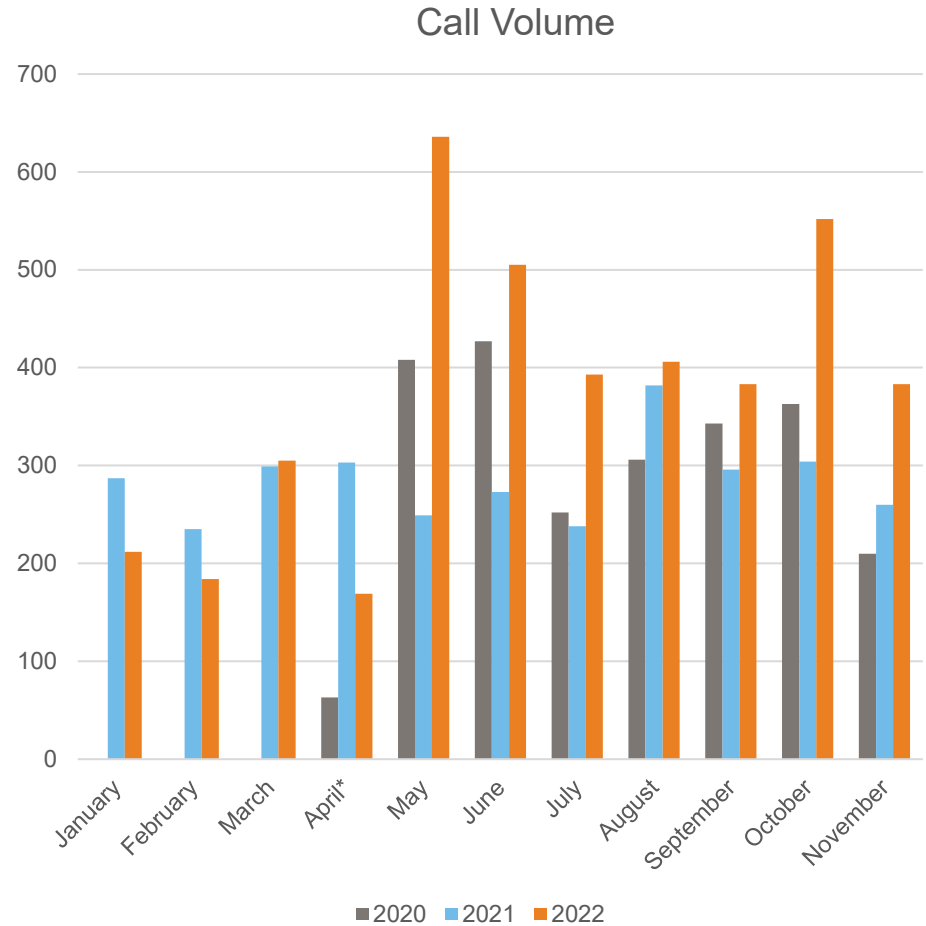
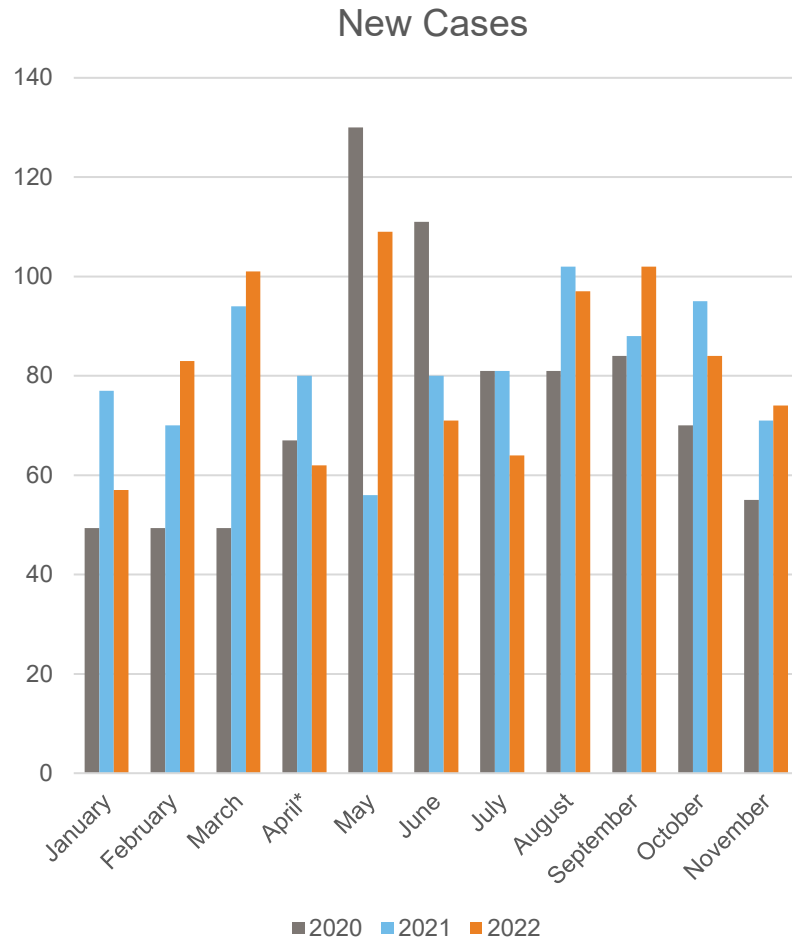
Highlights:

- **Calls**
 - Compared to September 2021: 23% increase in calls
 - Down: -6% compared to August 2022
- **Cases**
 - Compared to September 2021: 13.7% increase in cases
 - Up: +4.9% compared to August 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



EAP Highlights - November

External EAP

- Top presenting issues
 - 25% Stress
 - 25% Relationship/Partner
- Calls Time of Day
 - 28% of calls come in between 5pm and 8 am
 - 27% of all calls come in between 11 am and 2pm
- Highest calls on any one given day fell on 11/14 (Veterans Holiday) with 28 calls
- 65% of callers identify as female
- 32% of callers fall between the ages of 31-40 years old

SFHSS Internal EAP

- 98 total services provided
- 144 individuals touched
- Individual Counseling
 - 11 new clients/cases (monthly average = 10)
 - 30 existing cases (monthly average = 31)
- Consultations
 - 50 – individual
 - 4 - organizational