



HEALTH SERVICE BOARD CITY & COUNTY OF SAN FRANCISCO

Abbie Yant, MA, RN
Executive Director
Health Service System

Holly Lopez
Executive Secretary

TEL (628) 652-4646
FAX (628) 652-4703
<http://www.sfhss.org/>

HEALTH SERVICE BOARD

MINUTES

Thursday, June 11, 2020

REGULAR MEETING AT

1:00 pm

VIRTUALLY PRESENTED BY SFGOV TV

1. **CALL TO ORDER: 1:00 pm**

2. **ROLL CALL**

President Karen Breslin - Present
Vice President Stephen Follansbee, M.D - Present
Commissioner Mary Hao - Present
Commissioner Claire Zvanski - Present
Commissioner Randy Scott - Present
Commissioner Chris Canning - Present
Supervisor Dean Preston - Present (Departed at 1:35 pm)

Natalie Ekberg, the Board Secretary, provided a few remarks about the meeting's broadcast delay. Ms. Ekberg also reminded the SFHSS members about the public comment best practices.

3. **APPROVAL (with possible modifications) OF THE MINUTES OF THE MEETINGS SET FORTH BELOW: (Action)**

The SFHSS Finance and Budget Minutes from February 13, 2020, can be located on the SFHSS website at: <https://bit.ly/3ijC9lY>
The SFHSS Governance Meeting Minutes from February 25, 2020, can be located on the SFHSS website at: <https://bit.ly/2YPDTSA>
The SFHSS Regular Meeting Minutes from May 14, 2020, can be located on the SFHSS website at: <https://bit.ly/2NPzQ28>
The SFHSS Special Meeting Minutes from May 28, 2020, can be located on the SFHSS website at: <https://bit.ly/2YOg6ST>

Commissioner Zvanski stated that she had edits to the May 14, 2020 and May 28, 2020 meeting minutes and shared with the Board Secretary and emailed the edits to her directly. Vice President Follansbee also shared a few suggested modifications to the May 28, 2020 minutes with the Board Secretary before the meeting.

Commissioner Scott motioned to approve all presented meeting minutes with the suggested edits presented to the Board today. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None.

ACTION: The Health Service Board unanimously approved the four meeting minutes with the suggested edits provided.

4. **GENERAL PUBLIC COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION: (Discussion)**

PUBLIC COMMENT: None.

5. **PRESIDENT'S REPORT: (Discussion)**

President Breslin and the Board Commissioners presented a thank you note to the Board Secretary, who will be leaving her position in July 2020. Abbie Yant, Executive Director of SFHSS, also thanked the Board Secretary for her time and energy during the past two years.

President Breslin concluded her item by stating that she is looking forward to having in-person meetings at some point in the future to ensure that all members can offer their public comments in a more controlled

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space. President Breslin also thanked the first responders for all the dedicated work they were doing during the COVID-19 situation.

PUBLIC COMMENT:

Maureen O'Shay, a retiree, asked the Board to consider establishing a provision for retirees to enroll in the Plan One Health Plan. Ms. O'Shay noted that many retirees would like to have more health plans available for their population.

6. ELECTION OF HEALTH SERVICE BOARD OFFICERS (President and Vice President) FOR THE FISCAL YEAR 2020-2021: (Action)

President Breslin stated that this process is conducted annually in June. President Breslin nominated Stephen Follansbee for President and Commissioner Chris Canning as Vice President. President Breslin asked for additional nominations for these roles. There were no other nominations made.

Commissioner Scott motioned to accept the two nominations as stated, and Commissioner Hao seconded.

PUBLIC COMMENT: None.

ACTION: The Health Service Board unanimously approved the two recommendations for Stephen Follansbee as President and Chris Canning as Vice President for FY 2020-2021.

7. VOTE ON WHETHER TO CANCEL THE JULY 2020 HEALTH SERVICE BOARD REGULAR MEETING: (Action)

Executive Director Yant noted that the Board has been working very hard this fiscal year, and the previous July, the Board held a Board meeting. In addition to these two reasons, there will be a new Board Secretary who will need to be onboarded and prepared for the August 2020 Regular Board meeting.

Commissioner Canning motioned to cancel the July 2020 Health Service Board Regular meeting. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None.

ACTION: The Health Service Board unanimously approved to cancel the July 2020 Regular Board meeting.

RATES AND BENEFITS

8. REVIEW REVISED RATES AND BENEFITS CALENDAR PLAN YEAR 2021: (Discussion)

DOCUMENTS ATTACHED: The Revised Rates and Benefits Calendar can be located on the SFHSS website at: <https://bit.ly/3hhIMLn>

Abbie Yant, Executive Director, presented the updated calendar to the Board and stated that the Board Secretary would cancel the hold on June 25th if all the medical plans were passed today. Executive Director Yant also shared that the Rates and Benefits package presentation dates with the Board of Supervisors during the month of July 2020.

Commissioner Scott asked that Supervisor Preston be vigorous and active in his support of the Health Service Board recommendations during the Rates and Benefits package presentation in July.

Commissioner Zvanski stated that she would like to support the SFHSS Budget and Rates & Benefits process during the items' presentation if Commissioner testimony is required.

Supervisor Preston thanked the Board for their support during this process and stated that he would inform them if they are needed to present with the approval of the presentation planning with Executive Director Yant.

PUBLIC COMMENT: None.

9. REVIEW AND APPROVE 2021 DENTAL PLAN RATES AND ADMINISTRATIVE FEES: (Action)

The 2021 Dental plan rates and administrative fees presentation can be located on the SFHSS website at: <https://bit.ly/3e1f1N2>

Mike Clarke, Aon, presented the Dental plans and the following content during his presentation:

- Rate Setting Methodology Preface
- Dental Plans 2021 Plan Rating—Renewal Summary and Proposed Monthly Rates
 - Self-Funded Plan: Delta Dental Active Employee PPO
 - Fully Insured Plans: Delta Dental Retiree PPO, DeltaCare USA Dental HMO (actives/retirees), UnitedHealthcare (UHC) Dental HMO (actives/retirees)
- Recommendation for HSB Action
- Statement From Delta Dental of California Representative

Mr. Clarke concluded the presentation by asking the Delta Dental Representative to speak to the presentation. Commissioner Zvanski wondered if other dental representatives were addressing the dental plans beyond Delta Dental. Mr. Clarke confirmed on the Delta Dental representative would be addressing the Commission, and if there were questions about the non-Delta Dental plan (United Healthcare dental HMO), a UHC plan representative could speak to questions about the UHC dental HMO plan.

Vice President Follansbee asked about the benefits change, the additional coverage that included the Delta Dental PPO plan for active employees and retirees for the nitrous oxide and non-I.V. sedation coverage, and his concerns about older members utilizing this benefit. Vice President Follansbee also asked to hear more about the safety protocols the dental plans would implement when using this benefit. Executive Director Yant stated that these procedures are currently being done with our members, and she also noted that SFHSS would confirm the safety protocols for those procedures with Delta Dental.

Commissioner Scott asked if the dental plans have reported an increase in preventive service utilization compared to the previous calendar year. Mr. Clarke stated that based on Delta Dental reporting on the PPO plan for active employees and retirees that there has been a slight increase in preventive care utilization by SFHSS members from 2018 to 2019 - by 0.5% on the active employees, and 0.7% on the retirees.

President Breslin asked for more information on the retiree HMO dental plan. Mr. Clarke directed the Commission to the appendix pages of the presentation document to review plan design particulars. President Breslin also inquired as to her understanding that the benefit addition (nitrous oxide and non-I.V. sedation) leads to a total rate increase of 0.6% for the active employee PPO plan with the benefits change added, and only a 0.3% total rate increase for the active employee dental PPO plan if the benefit addition was not added. Mr. Clarke confirmed that her assessment of the rate change was correct.

Sharen Stanek-Lowe, Delta Dental, addressed the dental plan benefit add-on with the Commission and assured the Commissioners of Delta Dental plan's commitment to the SFHSS membership. Ms. Stanek-Lowe stated that Delta Dental would like to encourage all members to follow at-home dental processes, such as brushing and flossing daily. Vice President Follansbee asked about the procedures and processes

required to use the nitrous oxide and non-I.V. sedation with the Delta Dental dentists. Ms. Stanek-Lowe stated that the Delta Dental team would respond to these questions in a future HSB meeting.

Commissioner Scott motioned to approve the dental rates as they were presented, and Commissioner Hao seconded his motion.

PUBLIC COMMENT:

Richard Rothman, a retiree, thanked the Delta Dental team for their response to his issues with the SmileWay program. Mr. Rothman also asked for the Delta team to create clearer explanations of what is covered under the annual \$1250 annual maximums for the retirees, and whether the SmileWay program excluded the preventative cleanings. Mr. Rothman requested that a flyer be created and distributed when a member enrolls into the program. The flyer would explain the difference between the covered Delta benefits and the SmileWay additions.

ACTION: The Health Service Board unanimously approved the dental rates and administrative fees as they were presented at the board meeting.

10. PRESENTATION OF 2021 MEDICARE PLAN RENEWAL SUMMARY: (Discussion)

The Health Plan 2021 Presentation is located on the SFHSS website at: <https://bit.ly/37oGpBZ>

Mike Clarke, Aon, presented the Medical Plan overview and reviewed the following content:

- A summary of action items for today’s meeting as well as an overview of member contribution comparisons among the two health plans offered to Medicare retirees by the San Francisco Health Service System (SFHSS), known as Medicare Advantage (MA) plans
- All retiree health plans presented today are fully-insured plans, meaning the plans set the rates with scrutiny by the Aon actuary and SFHSS staff.
- SFHSS offers these medical and prescription drug plans to Medicare retirees:
 - Regional Kaiser Permanente (Kaiser) Medicare Advantage plans in four regions: California (CA), Washington (WA), Northwest (NW) and Hawaii (HI)
 - National UnitedHealthcare (UHC) Medicare Advantage Preferred Provider Organization plan (known as “UHC MA PPO”).
- The Kaiser WA, NW, and HI plans are labeled as “multi-region HMOs”—Kaiser HMO plans in these regions are also offered to non-Medicare retirees.

Mr. Clarke concluded his presentation and asked for questions from the Board. Commissioner Zvanski asked why the premiums continue to increase with benefits, like the post-discharge meal delivery program and medical transportation service, when Medicare covers these benefits under their plans. Commissioner Zvanski asked why the premiums would increase when the Medicare system subsidizes the benefits cost increases. Mr. Clarke stated that the two benefits, post-discharge meal delivery program and medical transportation service, are optional supplemental benefits within certain Medicare advantage plans, under guidelines. These are included within the UHC MA PPO premium rates and are identified as separate per member premium charges in the Kaiser Permanente Senior Advantage (KPSA) Medicare plan. Mr. Clarke said that he would ask a representative from both plans to respond in more detail during each rate presentation that follows.

PUBLIC COMMENT: None.

BREAK: 2:30 pm – 2:40 pm

11. REVIEW & APPROVE UNITED HEALTHCARE MEDICARE ADVANTAGE PREFERRED PROVIDER ORGANIZATION FULLY- INSURED RETIREE RATES AND PREMIUM CONTRIBUTIONS PLAN YEAR 2021: (Action)

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The UHC Medicare Advantage PPO Fully-Insured Retiree Presentation is located on the SFHSS website at: <https://bit.ly/2XS5lyw>

Mike Clarke, Aon, presented the UHC MAPD plan and the following content to the Board:

- Recommendation
- Recommendation Summary
- Introduction
- Aon Commentary on UHC Medicare Advantage (MA) PPO 2021 Rates (including a two-year rate guarantee)
- 2021 UHC MA PPO Monthly Rate Cards
- Recommendation

Vice President Follansbee was asked to manage the remaining meeting items as there were technical issues with President Breslin's internet connection.

Vice President Follansbee asked about the rate-setting discussions between UHC and the SFHSS team, specifically in terms of the changes that can occur over the next two years. Mr. Clarke stated that UHC approached the SFHSS team with an alternative two-year rating proposal for 2021-2022 based on expected favorable claim experience expected during 2020 due to claim suppression caused by the COVID-19 pandemic. These discussions led to a more favorable rate renewal for Plan Year 2021 than a straight one-year renewal, and this also leads to a modest rate increase from 2021 to 2022 for the UHC MA PPO plan. Vice President Follansbee shared his concern for our members' health due to the postponement of procedures and the overall healthcare needs, under the current pandemic impact on healthcare systems.

Shannon Haas, United Healthcare, shared that she and her team are working with the SFHSS Communications Director about continuing the communications campaign. This campaign will alert the membership of the appointments, procedures, and medical offices in their re-opening plans for preventative services.

Commissioner Scott asked what the Star Rating was for the SFHSS UHC Medicare plan. Ms. Haas stated that the plan has a 4.5-star rating (out of a maximum 5 Stars). President Breslin asked what the utilization rate is for the post-discharge meal delivery program, and Ms. Haas noted that she and her team would review the utilization offline. There will be a follow-up presentation to the Board at a later date. Mr. Clarke confirmed that the meals are not being paid for by the SFHSS Membership, UHC covers the cost of these meals. Vice President Follansbee stated that the rates for Plan Year 2020 include the value of the meals, which is a \$1.01, is not being charged as an additional fee moving into the 2021 Plan Year. This rate has been absorbed into the overall price.

Commissioner Zvanski asked if the meal delivery service has to be prescribed by the hospital. Ms. Haas stated that the case manager working in the hospital with the patient could request to have the meal delivery service added to their discharge plans. Commissioner Scott asked how the individual, the case manager, or hospital staff, knows that an SFHSS retiree plan covers these meals. Ms. Haas stated that with the SFHSS members who are UHC medical plan members, a UHC case manager works with this person in the hospital during their entire hospital stay. These interactions can be in person or over the phone. This case manager would facilitate the meal delivery service set-up in conjunction with the hospital discharge plan.

President Breslin also pointed out that these meals need to follow the member's health needs, such as reducing red meat intake or reduction in sodium.

Commissioner Scott motioned to approve the UHC MAPD rates and premium contributions as they were presented at the meeting. Commissioner Zvanski seconded the motion.

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PUBLIC COMMENT:

Herbert Weiner, retiree, stated that he would like to see more than two options given to the retirees in terms of medical plans.

Fred Sanchez, President of Protect Our Benefits, stated that he would like to see the return of the "City Plan" and increasing the number of plans available to retirees. Mr. Sanchez also stated that he thought the preventive work of the meal planning service was a positive, long term investment for health of the retirees.

ACTION: The Health Service Board unanimously approved the UHC MA PPO rates and premiums as they were presented at the board meeting with the expectation that utilization/cost reports be provided quarterly throughout the year on the benefit enhancements.

12. REVIEW & APPROVE KAISER PERMANENTE SENIOR ADVANTAGE (MEDICARE) FULLY-INSURED RETIREE RATES AND PREMIUM CONTRIBUTIONS (California) PLAN YEAR 2021: (ACTION)

The Kaiser KPSA (Medicare) Fully-Insured Retiree Rates and Premium Contribution Presentation is located on the SFHSS website at: <https://bit.ly/30x20Xk>

Mike Clarke, Aon, presented the KPSA plan renewal and the following content to the Board:

- Recommendation
- Introduction
- Aon Commentary on Kaiser Permanente Senior Advantage (KPSA) 2021 Rates, Including 2021 Program Rider Considerations
- 2021 KPSA Monthly Rate Cards for Two Scenarios—Including 2021 vs. 2020 Rates Comparison
- Recommendation

Mr. Clarke concluded his presentation and asked for questions and commentary from the Board members. Commissioner Scott inquired on the total costs of the transportation benefits and the access to wheelchair or gurney needs as they will be required for SFHSS membership. Kate Kessler, Kaiser Permanente, stated that Kaiser is contracting with the same vendor as the current plan year. Ms. Kessler stated that based on the usage that is seen with this type of transportation in other regions and other Kaiser business lines, the Kaiser team determined that this would be the correct rate to include the gurney and wheelchair transport. Ms. Kessler also added that wheelchair and gurney transport is a specialized type of transport.

Mr. Clarke confirmed the increase in rates for the additional services of the wheelchair and gurney transport capability, which is factored into the KPSA rates included in the rate card presented for approval. President Breslin asked whether or not wheelchair and gurney transportation is a "common" service offered by transportation agencies in our region. Julie Brady, Kaiser Permanente, stated that she did not have the information for the Board today. However, her team would review the data to share this update with the Board at a future board meeting.

President Breslin inquired on the discharge meal plan, particularly on the projected utilization rate of 3%. Ms. Kessler stated that Kaiser is contracting with "Mom's Meals," which is the same company used by UHC and that these utilization numbers are based on the utilization found from other health plans who offer this meal service. President Breslin asked if the cost will change in the next plan year rate setting based on usage, and if the utilization is lower than projected that the price will decrease. Ms. Kessler confirmed that the cost could be affected by the lack of use of this service. Ms. Kessler also confirmed that she and her team would be presenting utilization updates to the Board through the 2021 plan year.

President Breslin asked if the Medicare system reimbursed plans for the post-discharge meal delivery service. Mr. Clarke noted that UHC provides the Aon team with an underwriting sheet that lays out the total expected costs and what is expected to be reimbursed by CMS. Mr. Clarke shared that for SFHSS MA

plans, Kaiser reports CMS funding reconciliation amounts in KPSA rate development, and UHC reports expected CMS funding amounts in UHC MA PPO rate development. He could share that the Aon team knows what the estimated costs are on the estimated gross expenses for the UHC plan. Lorina Siegrist, Kaiser Permanente, shared that the process UHC practices are similar to the Kaiser process.

Ms. Kessler also shared more information on the Silver and Fit benefit and the change in the cost to the SFHSS members. Ms. Kessler noted that American Specialty Health initially covered the introduction to this benefit. The introductory period has concluded that the price is shared with the members as all reimbursements made to Kaiser were paid to American Specialty Health to cover the past two years of programming.

Commissioner Follansbee asked a follow-up question to the transportation benefit. He wondered if Kaiser had an estimate for how many gurney types of transport would contribute to the total transport trips made and how this would be charged differently from the wheelchair service. He also wondered what the costs were for members when this transportation option was not a benefit. Ms. Brady noted that she did not have those figures readily available; however, she would research these items and return to the Board with the data.

Commissioner Scott motioned to approve the rates and rate cards and stated an expectation that the HSB will view utilization reports. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT:

Richard Rothman, a retiree, stated that he would like to add more time between surgeries and discharge. Mr. Rothman shared that he learned about Kaiser's ombudsman and that he learned about this accidentally. Mr. Rothman asked that this notice be placed in all hospital rooms and sent to our members directly.

Mr. Rothman also requested that an advisory board be created between SFHSS and the Kaiser leadership team so that these issues can be addressed with Kaiser members involved.

ACTION: The Health Service Board unanimously approved the KPSA rates and premiums as they were presented to the Board at the meeting and require KPSA to monitor and report the utilization of the Silver and Fit, Transportation and Meal Delivery programs.

13. REVIEW & APPROVE KAISER PERMANENTE'S MULTI-REGION RETIREE PLAN RATES AND PREMIUM CONTRIBUTIONS PLAN YEAR 2021: (Action)

The Kaiser Multi-Region Retiree Plan Rates Presentation is located on the SFHSS website at: <https://bit.ly/2MSvsPw>

Mike Clarke, Aon, presented the KP Multi-Region renewal plan to the Board, and the following content:

- Recommendation Summary
- Introduction
- Aon Commentary on Kaiser Multi-State Region 2021 Rates
- 2021 Kaiser Permanente Multi-State Region Monthly Rate Cards and 2021 vs. 2020 Rates Comparison
 - Washington State Rates and Contributions
 - Northwest (Oregon/Southwest Washington) Rates and Contributions
 - Hawaii Rates and Contributions
- Recommendation

Mr. Clarke concluded his presentation and asked the Board members for questions and comments. Commissioner Scott asked if the benefit enhancements that were previously approved for the California

Kaiser members were applicable to the multi-region members. Ms. Kessler confirmed that these benefits are not available to the Kaiser multi-region members.

President Breslin asked why the family rates are so much more expensive out of state than California residents. Ms. Siegrist noted that she and her team would have to review the data in more detail, however, there is a manually rated system that is community rated based on demographics of the region. Ms. Kessler stated that their team would do more work and share this data with the Board at a future board meeting.

Commissioner Zvanski asked why the rates in Hawaii are so much more than the Kaiser plan that is provided by the Hawaii state medical plan. Commissioner Zvanski asked how SFHSS member's rate costs compare to the Kaiser Hawaii state members. Ms. Kessler stated that Hawaii's state plan is rated based on the utilization of services and is a completely different plan than the SFHSS plan in California. Ms. Kessler stated that she would like to do more research on this topic and return with more information at a future Board meeting.

Commissioner Scott asked if all three Multi-Region plans were community rated. Mr. Clarke confirmed that all three of these plans are rated based on the community location, and he asked that the Kaiser underwriter who was present at the meeting comment on the demographic adjustments under the community rating environment. Ms. Siegrist explained for the smaller populations, they would be manually rated, and so none of their utilization or experience would be included in the pricing of the rates because it would just be too volatile since a few people with higher medical needs would skew the cost drastically. Commissioner Scott asked that Community Rating be added to the Board's list of educational presentations for the November Educational Forum.

Commissioner Scott motioned to approve the recommendation of the rates and rate cards for Kaiser plans in multi-regions as they were presented at the Board meeting. Commissioner Zvanski seconded the motion.

Commissioner Zvanski requested that for the next rates presentations the retiree groups be broken out into their retirement date groups to see the cost differentiation for each retiree group.

PUBLIC COMMENT: None.

ACTION: The Health Service Board unanimously approved the Kaiser Multi-Region retiree rates and premiums as they were presented at the meeting.

REGULAR MEETING ITEMS

14. DIRECTOR'S REPORT: (Discussion)

The Director's Report is located on the SFHSS website at: <https://bit.ly/2YqhERQ>

Executive Director Yant presented the following items in her Director's Report:

- SFHSS is continuing to operate in a virtual environment
- COO is creating a Health and Safety Plan for the SFHSS staff – this document will guide the reopening of the office
- Social Determinants of Health status update
- Communications Notice regarding the 2021 RFP
- COVID-19 SFHSS member impact report out
- SFHSS Staff Retirement Announcements

Executive Director Yant concluded her remarks and asked the Board members if they had any questions. President Breslin noted that SFHSS members were having issues accessing the AT&T conference line during the last few agenda item's public comment section.

President Breslin asked if the 2021 RFP would be for a retiree and active medical plans and if the RFP would mean that the members would have more medical plan options. Executive Director Yant stated that this RFP would only be for active medical plans. Commissioner Zvanski noted that both the Medicare plans and active medical plans were paired together in the processes in previous RFP cycles. Commissioner Zvanski requested that the SFHSS team review the SF City Charter to ensure that SFHSS is not out of the charter limits by conducting an RFP for medical plans that did not include the Medicare plan.

President Breslin noted that she would like to have regular updates on the "return to work" planning and updates for the Board members regarding the status of in-person board meeting requirements as the city departments share them with the SFHSS team. Executive Director Yant stated that she would keep the Board informed on all Citywide developments. She also shared that the SFHSS team is working on a new meeting platform that is rolling out in July 2020, and this information will be shared with the Board members once it is available.

Commissioner Scott volunteered to be a part of the Social Determinants of Health projects, particularly the steering committee created with the support of SFHSS staff. Executive Director Yant stated that she would keep the Commissioners updated on the steering committee's progress and would genuinely appreciate Commissioner Scott's willingness to participate.

Vice President Follansbee requested that the SFHSS team review any reports of members' being denied access to transition to Medicare and to share reports in August or September.

PUBLIC COMMENT: None.

15. SFHSS REVISED FY 2020-2021 and FY 2021-2022 PROPOSED GENERAL FUND ADMINISTRATION BUDGET: (Action)

The Budget Memo is located on the SFHSS website at: <https://bit.ly/2Yv6dbH>

The General Fund budget presentation deck is located on the SFHSS website at: <https://bit.ly/2XWs78F>

Pamela Levin, Chief Financial Officer, presented the revised SFHSS General Fund Budget for FY 2020-2021 and FY 2021-2022 to the Board. This presentation included an overview of the following content:

- Mayor's Updated Budget Instructions
- Current Funding on SFHSS positions
- Summary of the FY 2020-2021 General Fund Budget
- Summary of the FY 2020-2021 Contingency Plan
- Summary of the FY 2021-2022 General Fund Budget

Ms. Levin concluded her presentation and asked the Commissioners if they had any questions. Commissioner Scott commended the SFHSS Finance team and Ms. Levin for all of their hard work during this elongated budget season. Commissioner Scott offered to support her throughout the remaining weeks if there was something the Commissioners could offer during these final stages of the process. Commissioner Scott motioned to approve the revised General Fund Budget for FY 2020-21 and FY 2021-22 as presented at the meeting, and Commissioner Hao seconded the motion.

PUBLIC COMMENT: None

ACTION: The Health Service Board unanimously approved the updated General Fund budget as it was presented to the Board and approved that the updated budget be submitted to the Mayor's Office on June 12, 2020.

16. INFERTILITY BENEFIT STATUS UPDATE FOR BLUE SHIELD OF CALIFORNIA: (Discussion)

The Report on Infertility Benefits Utilizations and Future Considerations is located on the SFHSS website at: <https://bit.ly/3hjxiai>

Shawn Lovering, Blue Shield of California, presented the Infertility Update to the Board. The presentation included the following content:

- SFHSS Infertility Benefit Overview: Standard Rider versus the Custom Benefits
- Issues that Member's Experienced
- Member Impact
- How did BSC Fix the issues?
- Access to Medication

Ms. Lovering concluded her presentation and asked for questions from the Board. Commissioner Zvanski pointed out that the presentation was limited with only several variations of family images, and she requested that the marketing team diversify the images selected to represent SFHSS membership. Ms. Lovering noted that the BSC website page for the SFHSS members is highly diverse, with images reflecting the membership in a more inclusive way.

Vice President Follansbee asked for more information on the 58 individuals who were denied infertility treatment inappropriately. He asked if the details could be presented to the Board within the next three months.

Vice President Follansbee also noted that the infertility pharmaceutical issue is currently much larger than our members being able to purchase affordable medication during their treatment cycles. Vice President Follansbee stated that the relationships are forged by the pharmaceutical group and insurance companies and create a significant problem for people to access these drugs. Vice President Follansbee asked that SFHSS monitor this infertility issue throughout the coming months and asked that the partnership between BSC and their pharmaceutical counterparts continue to build more creative access points for the SFHSS membership for these specific drugs.

Ms. Lovering shared that the infertility drugs are paid for under the medical plan and not the pharmacy plans. Ms. Lovering also shared that BSC is looking to partner with additional pharmacies within the Bay Area network to ensure the SFHSS membership has options.

PUBLIC COMMENT: None.

17. ADJOURNMENT: 5:30 pm

Summary of Health Service Board Rules Regarding Public Comment

- Speakers are urged to dial into the conference line at the beginning of the agenda item's start time. This will allow members to be on the conference line when the public comment time begins on the item they wish to speak to.
- A member of the public has up to (3) minutes to make pertinent public COMMENT before action is taken on any agenda item.
- A member may comment on any matter within the Board's jurisdiction as designated on the agenda during that item's public comment section.

Health Service Board and Health Service System Web Site: <http://www.sfhss.org>

Disability Access

Regular Health Service Board meetings are held at City Hall, 1 Dr. Carlton B. Goodlett Place, in Hearing Room 416 at 1:00 PM on the second Thursday of each month. The closest accessible BART Station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are: #42 Downtown Loop, and the #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking in the vicinity of City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex.

Accessible seating for persons with disabilities (including those using wheelchairs) will be available.

In order to assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals.

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Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County of San Francisco exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, visit the Sunshine Ordinance Task Force website at <http://www.sfgov.org/sunshine>.

Lobbyist Registration and Reporting Requirements

Individuals and entities influencing or attempting to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; web site www.sfgov.org/ethics.

Summary of Health Service Board Rules Regarding Cell Phones and Pagers

- The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at Health Service Board and committee meetings.
- The Chair of the meeting may order the removal of any person(s) in violation of this rule from the meeting room.
- The Chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule.

The complete rules are set forth in Chapter 67A of the San Francisco Administrative Code.

If any materials related to an item on this agenda have been distributed to the Health Service Board after distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Natalie Ekberg at (628) 652-4646 or email Natale.Ekberg@sfgov.org.

The following email has been established to contact all members of the Health Service Board: health.service.board@sfgov.org.