

MEMORANDUM

DATE: June 12, 2025

TO: Mary Hao, President, and Members of the Health Service Board

FROM: Rey Guillen, SFHSS Executive Director

RE: June 12, 2025, Director's Report

JUNE IS PRIDE MONTH

June is recognized as Pride Month in the United States and many other countries. To honor, reflect on, and celebrate the history and contributions of our local LGBTQ+ community, SFHSS staff have decided to march in the San Francisco Pride Parade on June 27, 2025. This will be the first SFHSS contingent to march in the parade. As a gift to the department, I paid the entry fee for SFHSS' participation.

DEPARTMENT RESPONSE TO PROP E SUBMITTED

San Francisco voters passed Proposition E in November 2024, which established a Commission Streamlining Task Force to make recommendations for streamlining the City's boards and commissions. The City's Budget and Legislative Analyst's Office (BLA) was tasked with assessing the annual financial cost of the City's boards. To accomplish this, the BLA developed a survey to gather information from impacted departments and its results will be included in a public report that will serve as a reference for the task force, City officials, and the public. SFHSS staff have completed and submitted all survey data requested to date related to the HSB.

BLUE SHIELD OF CALIFORNIA CONTRACT NEGOTIATIONS WITH THE UC SYSTEM

Contracts between Blue Shield of California and the UC Health System are set to expire in July 2025. This action will have varying impact on SFHSS Blue Shield of California members who are enrolled in Access+, Trio, and the non-Medicare PPO plans.

While there should be no impact on SFHSS members enrolled in the Blue Shield Medicare Advantage PPO plan, MAPD members will receive letters informing them of the potential contract termination. These members may continue to see any provider, hospital, or medical facility that accepts Medicare. However, as we saw when UnitedHealthcare was in a similar position with UCSF in 2023, UC providers may decide to not schedule services for Blue Shield MAPD members.

BLUE SHIELD OF CALIFORNIA MERITAGE UPDATE

SFHSS Staff and Blue Shield worked to create a detailed online [FAQ webpage](#) at to help members navigate this change. All impacted SFHSS members have now been moved to alternate medical groups. Following the May HSB meeting, SFHSS staff received provider counts for Marin and Sonoma Counties before and after the termination of the Meritage Medical Network. Based on this data, SFHSS leadership determined that there was a significant enough reduction in providers to trigger SFHSS Rule Sec. G.6 for members to

request to change their plans mid-year. To date, 16 members have made a resulting mid-year plan change.

BLACK-OUT NOTICE CONTINUES (see attachment)

Black-Out Period notification to the Health Service Board began on November 14, 2024, and extends through both:

- The completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for Life and Disability Benefits (“2026 Life and Disability RFP”) and the presentation of the results of the 2026 Life and Disability RFP to the Board, and
- The completion of the SFHSS Annual Rates and Benefits process for the 2026 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2026 Life and Disability RFP and the SFHSS Annual Rates and Benefits process for the 2026 plan year.

HEALTH SERVICE BOARD 2025 ELECTION – (see attachment)

SFHSS would like to welcome Gus Vallejo, a Retired member who previously worked for the San Francisco Employees' Retirement System, to the Health Service Board. The Department of Elections certified the results on Tuesday, June 3, 2025, and announced the new Health Service Board Commissioner. More information can be found on the [2025 Health Service Board Election webpage](#).

HSS EXECUTIVE LEADERSHIP JOB TITLE CHANGES

After a review of staff responsibilities, modifications have been made to the working job titles of the HSS Executive Leadership positions. Going forward, the job title of the previous Chief Operating Officer role will become “**Chief Operations and Experience Officer (COXO)**,” and the Chief Financial Officer role will become “**Chief Financial and Affordability Officer (CFAO)**.” The reasons for these changes are twofold:

1. To better inform our members and interested parties of the scope of responsibility and our priorities as executive leaders.
2. To serve as a constant reminder of the dual responsibilities of both these roles.

Please note: These changes do not impact neither the City and County job classification for the two roles (0953 - Deputy Director III) nor the salary. We simply want to be transparent in the expectations of each role and document how the work fits into the broader department objectives.

**SAN FRANCISCO HEALTH SERVICE SYSTEM
DIVISION REPORTS: June 2025**

PERSONNEL (see attachment)

Welcome:

- 1209 Benefits Technician position with the Member Services division. Henry Cornejo’s first day was 5/27/2025.

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Recruitment:

- 1209 Benefits Technician position with Member Services Division - Permanent Civil Service (PCS) to fill Stephanie Recinos's vacancy. Recruitment circulated and job posting closed 6/3/2025. The next steps are the examination and interviews.
- 0953 Chief Operating & Experience Officer - Recruitment opened on 6/2/2025 and is scheduled to close on 7/3/2025.

OPERATIONS: (see attachments)

FINANCE AND BUDGET:

- Updated budget based on Mayor's changes
- Started FYE 2025 Benefit Trust external audit

CONTRACTS:

- SFHSS has selected AllCode as a result of the competitive selection process for a PeopleSoft consultant in support of the SFHSS Enterprise Systems and Analytics (ESA) unit to optimize the use of the benefits administration module (PeopleSoft HCM 9.2).
- **Implementation of new Life and Disability Benefits Carrier for PY2027:**
 - Staff SFHSS has kicked off the implementation process for New York Life (NYL) in preparation of the January 1, 2026 effective date for the City's life and disability benefits.
 - NYL has agreed to double the Guaranteed Issue (GI) amount for voluntary Supplemental Life to \$200,000 with no change to the rates.

WELL-BEING: (see attachment)

- 16.5% increase (Internal and External combined) in EAP cases in April 2025 compared to prior month.
- SFHSS Well-Being is offering their very first Employee Resource Fair June 24 at 1145 Market St., 2nd Floor 11:30 AM – 1:30 PM. The fair will be filled with tools, tips, and resources to support health, well-being, and professional growth.

ATTACHMENTS:

- Black-Out Notice Reminder
- 2025 HSB Certification Letter
- Personnel-SFHSS Org Chart
- Operations Monthly Dashboard
- Blue Shield Medicare Advantage PPO Transition Dashboard
- Well-Being Monthly Dashboard

MEMORANDUM

DATE: November 14, 2024
TO: Mary Hao, President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: Black-Out Period Notice, November 14, 2024 through June 2025

This memorandum shall serve as the Black-Out Period notification to the Health Service Board (“Board”) that will begin today, November 14, 2024, and extend through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for Life and Disability Benefits (“2026 Life and Disability RFP”) and the presentation of the results of the 2026 Life and Disability RFP to the Board and
- the completion of the SFHSS Annual Rates and Benefits process for the 2026 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2026 Life and Disability RFP and the SFHSS Annual Rates and Benefits process for the 2026 plan year.

Pursuant to the [Board’s Policies](#) (page p. 46 “External Communications – Service Providers”, p. 48 “Black-Out Periods”, p. 49 “Contracts”), the Board must be notified of the start of this Black-Out Period prior to the release of any solicitation for the selection of a primary service provider, as well as prior to the beginning of the annual SFHSS Rates and Benefits process. Such notice is now given.

During this Black-Out Period, Board members are prohibited from any communications or activities with current or potential future service providers or their representatives, agents, employees, or officers on matters relating to SFHSS competitive bid processes for the selection of the service providers for life and disability benefits, including, but not limited to, basic and supplemental life, long-term disability and short-term disability, and accidental death and dismemberment benefits, and/or the 2026 Life and Disability RFP (collectively, “Unauthorized RFP Communications and Other Prohibited Activities”), except for communications related to SFHSS matters occurring during public meetings of the Board, the Board of Supervisors, or committees thereof.

Unauthorized RFP Communications and Other Prohibited Activities include communications and activities prohibited by state and local laws related to conflicts of interest, including Section 15.103 of the City’s Charter, Article III (Conduct of Government Officials and Employees), Chapter 2 (Conflict of Interest and Other Prohibited Activities) of City’s Campaign and Governmental Conduct Code, Section 1.126 of the San Francisco Campaign and Governmental Conduct Code (Campaign Reform Ordinance), and Section 87100 *et seq.* and Section 1090 *et seq.* of the Government Code of the State of California.

Communications and activities include face-to-face conversations, conversations through one or more third parties or intermediaries, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications.

Any communications with current or potential future service providers for reasons unrelated to SFHSS during this period must be immediately disclosed in writing to the Executive Director and the Board.

CC: Members, Health Service Board
Members, San Francisco Board of Supervisors
Jennifer Donnellan, City Attorney



June 3, 2025

**CERTIFICATION OF ELECTION RESULTS
2025 Health Service Board Election**

**Honorable Commissioners, Health Service Board
City and County of San Francisco
1145 Market Street, Suite 300
San Francisco, California 94103**

I, John Arntz, as the Director of Elections for the City and County of San Francisco, hereby certify that, pursuant to Section 16.563(a) of the San Francisco Administrative Code, the Department of Elections has completed the counting of ballots for the 2025 San Francisco Health Service Board Election held from May 16 to May 30, 2025.

I further certify that as a result of such official count and tabulation of all votes recorded, of the three candidates, Gus Vallejo received the highest number of votes with 4,747, and Gus Vallejo is elected to serve on the Health Service Board. DeJanelle Bovell received 2,300 votes and Ruth Sappelt received 1,330 votes.

Therefore, I sign and seal this certificate of election on this 3rd day of June 2025.

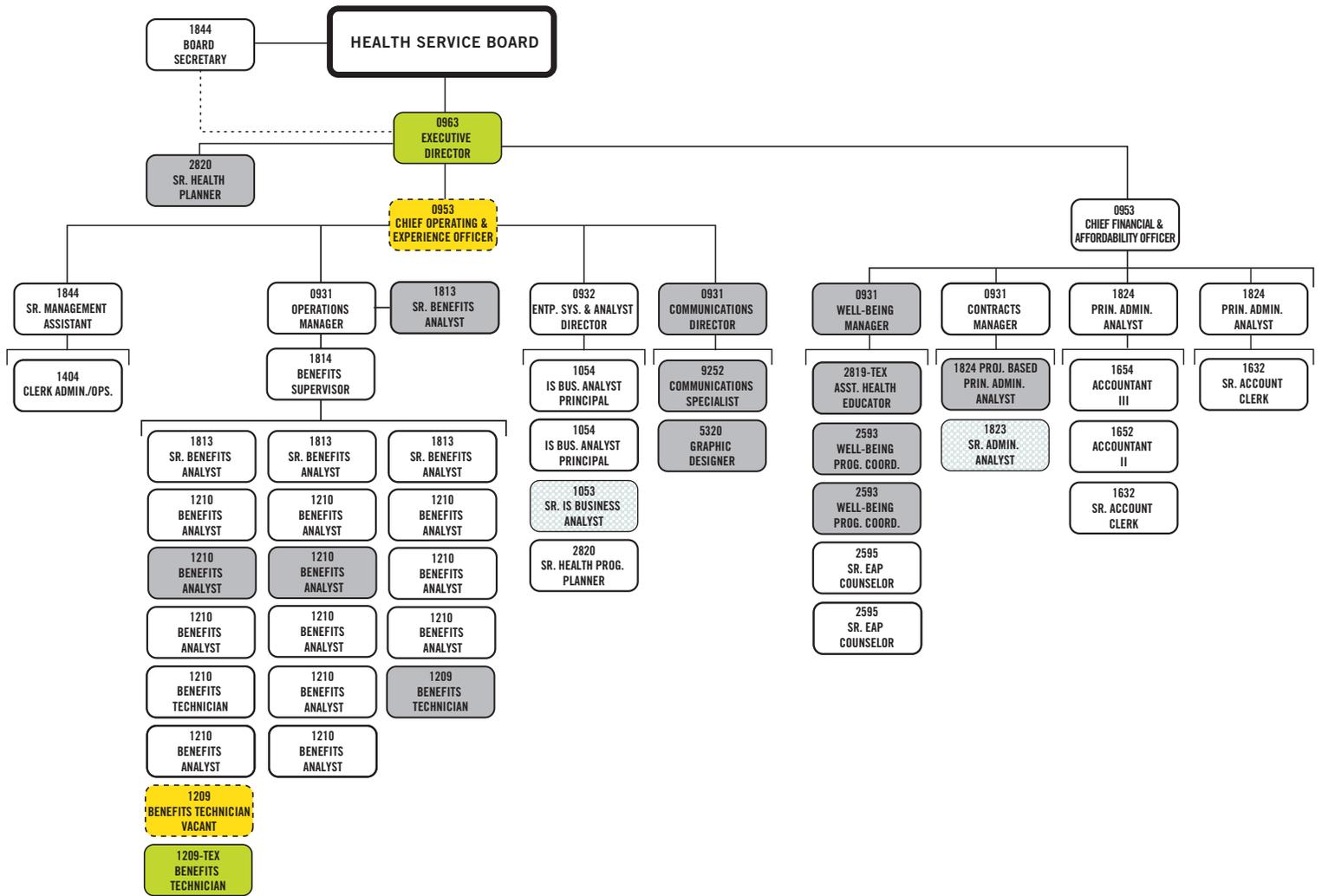
Respectfully,

John Arntz, Director



SAN FRANCISCO HEALTH SERVICE SYSTEM

Organizational Chart



LEGEND



Operations Dashboard

Health Service Board Meeting • June 12, 2025

Reporting: May 2025

Operations Dashboard for the Month of May 2025

Call Center Support

Call Volume



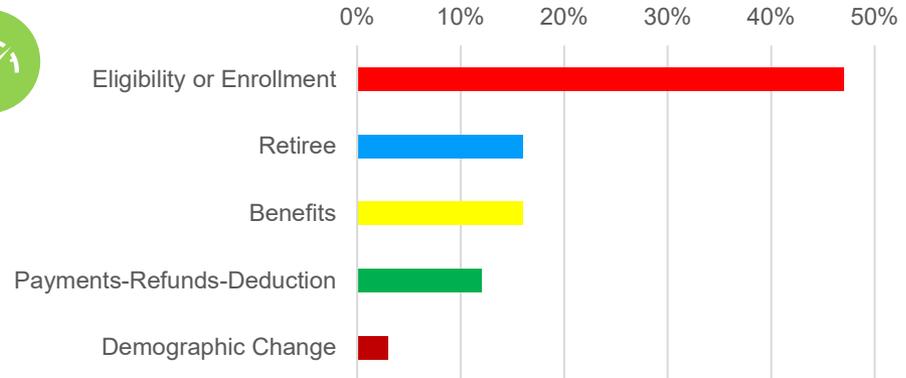
3035
calls handled
May 2024

2205
calls handled
May 2025

Call Drivers Metrics



Call Drivers



Average Speed to Answer

Goal: <3 minutes



1 min 55 secs
May 2024

4 min 32 secs
May 2025

Abandonment Rate

Goal: <10%



6.88%
May 2024

11.07%
May 2025

Average Handle Time

Goal: <10 min



11 min 38 secs
May 2024

6 min 40 secs
May 2025

First Contact Resolution

Goal: >75%



60%
May 2024

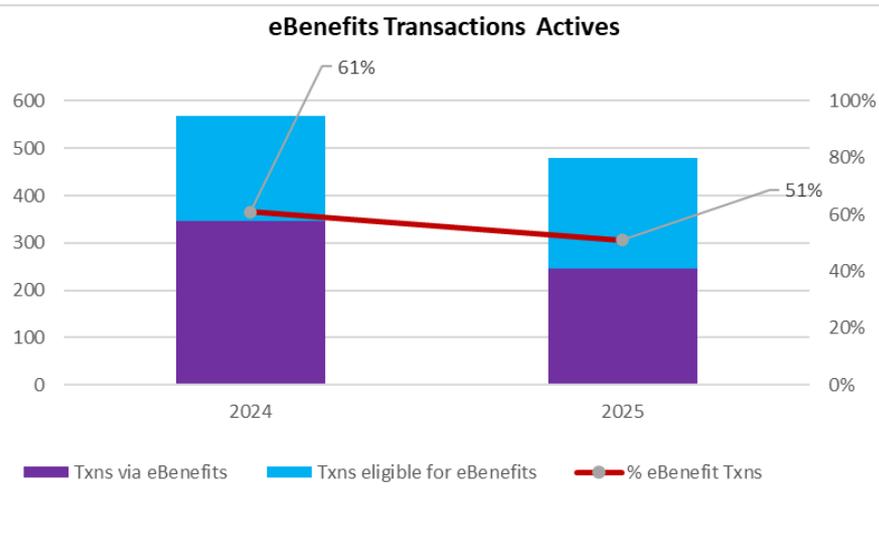
69%
May 2025

Operations Dashboard for the Month of May 2025

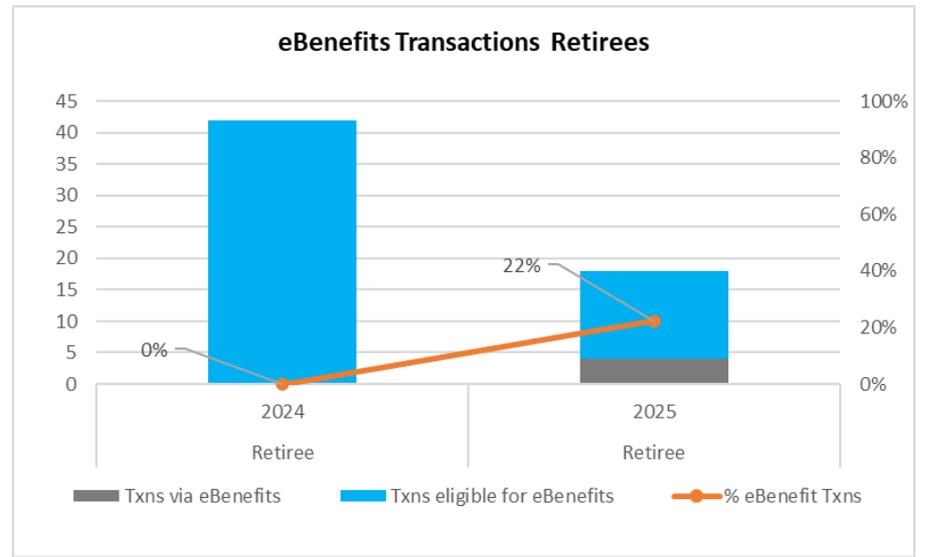
Transactions



eBenefits Transactions Actives



eBenefits Transactions Retirees

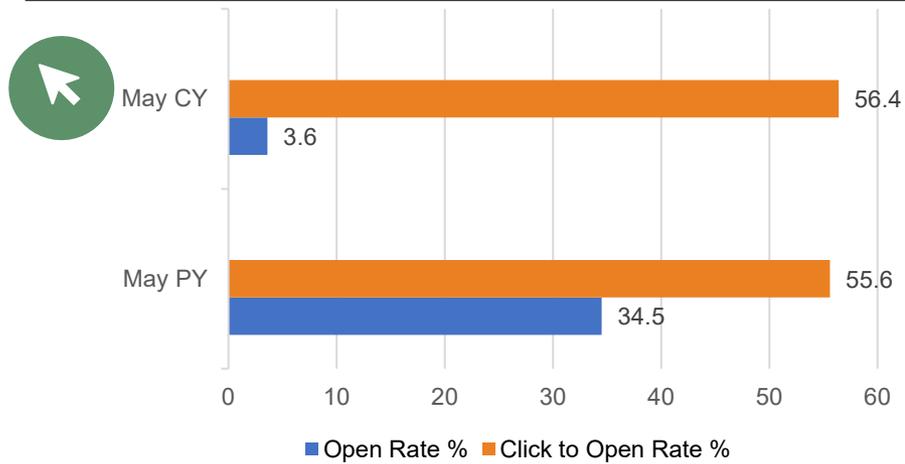


Communications Dashboard for the Month of May 2025

Member Engagement

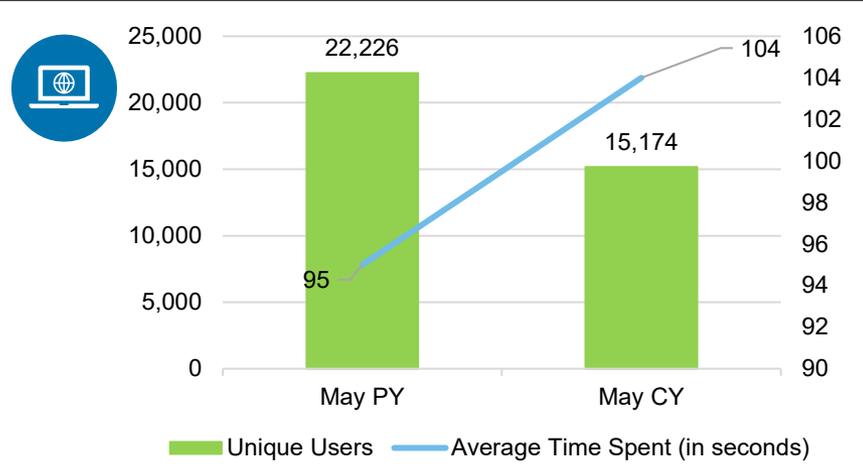
Newsletter Engagement

Goal: >50% Subscribers and 50% Open Rate

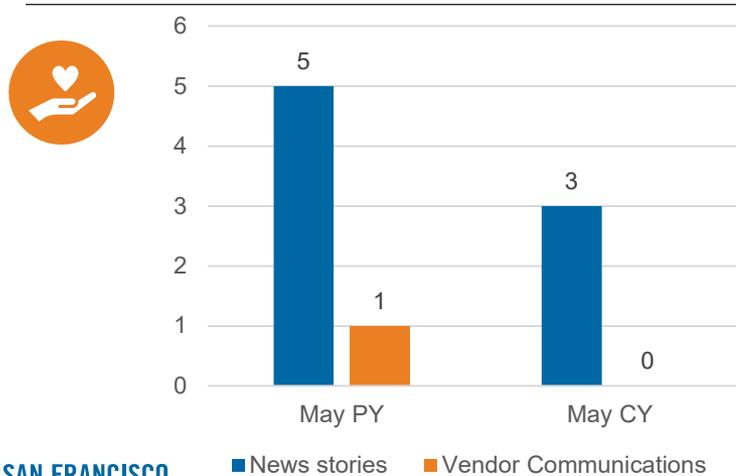


SFHSS Website Engagement

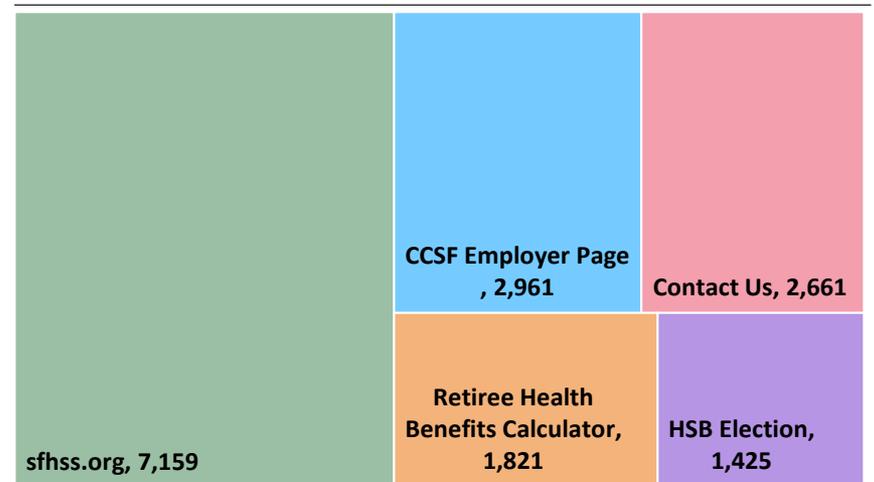
Goal: >100 seconds



Preventive Care Communications **Goal: > 3**



Top Visited Pages on sfhss.org



Blue Shield Medicare Advantage PPO Transition Dashboard

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Health Service System Call Metrics – May 2025

BSC Transition Calls Handled



70

Calls handled

HSS to BSC Calls



74

Members Connecting with BSC through the HSS Phone System

BSC Transition In-Person Interactions



3

Number of in-person interactions

Average Speed to Answer*

Goal: <3 mins



4 mins 27 secs

Average Handle Time*

Goal: <10 mins



7 mins 05 secs

First Contact Resolution

Goal: >75%



92%

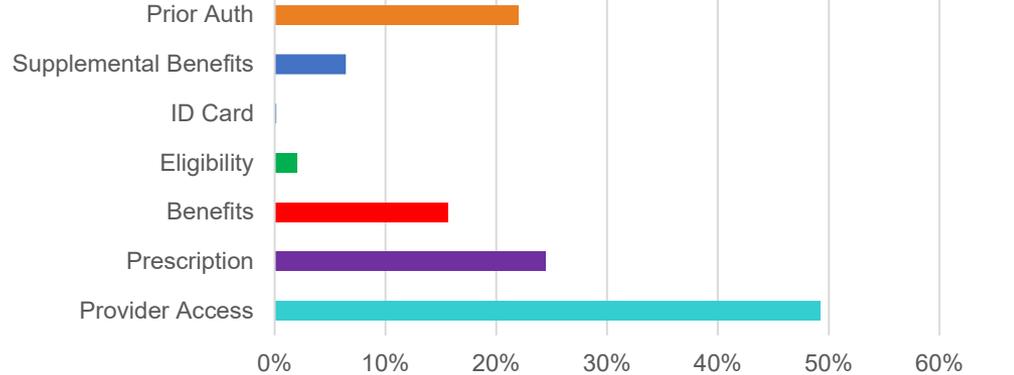
Blue Shield Call Metrics – May 2025

Call Volume



4,149 – May
4,423 – April
5,515 – March

Support Drivers Metrics



Abandonment Rate

Goal: <3%



1%

BSC to HSS Calls



84

Members connecting with HSS through BSC phone system

Average Speed to Answer

Goal: <3 mins



21 secs

Average Handle Time

Goal: As Long as Required



16 mins

First Contact Resolution

Goal: >75%



98%

Well-Being Dashboard

Health Service Board Meeting – June 12, 2025

(Reporting: April 2025)

SFHSS Employee Assistance Program (EAP)

April Highlights:

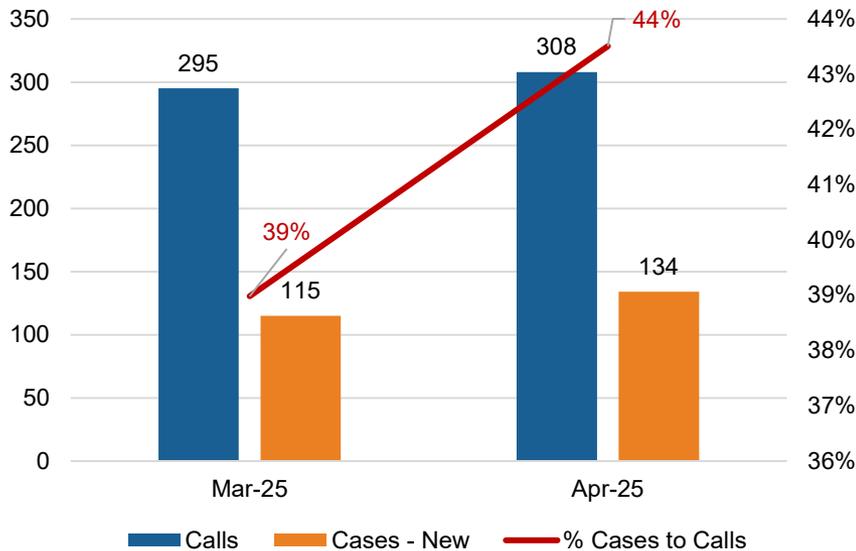
- ✓ 4% increase in services (158) provided compared to prior month.
- ✓ 66% increase in individuals (311) served compared to prior month.
- ✓ 8 trainings were offered serving a total of 88 people.
- ✓ 87 individual consultations were provided.
- ✓ 26% increase in leadership consultations (24) were provided compared to prior month.

FEBRUARY: Calls/Cases - Internal & External EAP

Highlights 2025

- ✓ 4% increase in calls in April, compared to March.
- ✓ 16.5 % increase in cases in April, compared to March

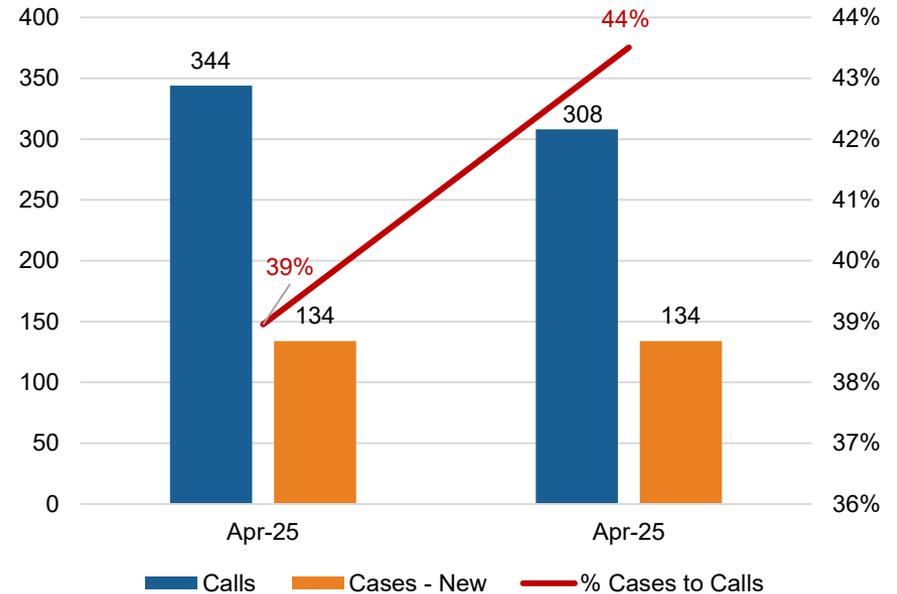
April 2025 Compared to March 2025: Calls, Cases, and % of Calls that Led to a Case



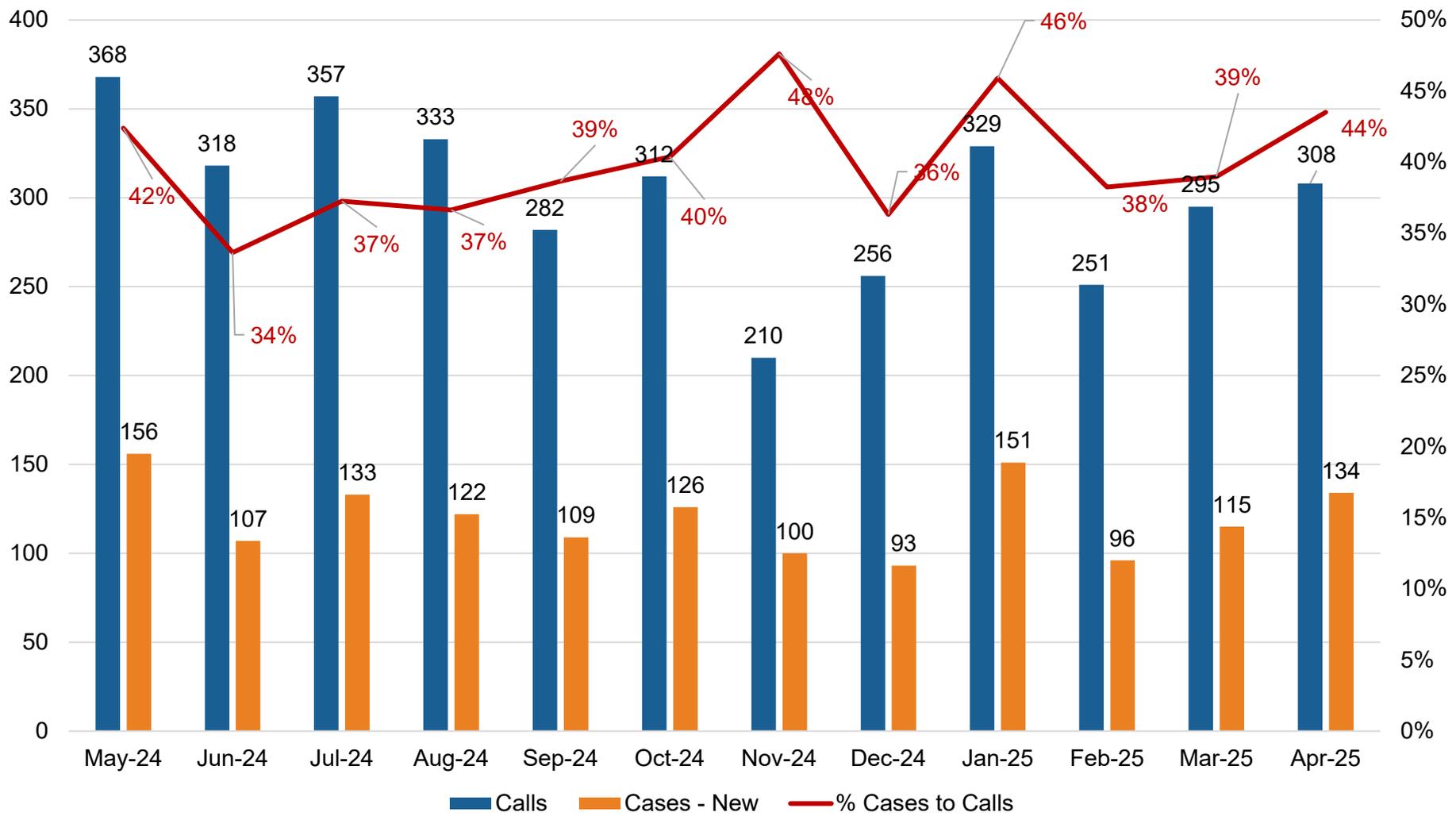
Highlights Year Over Year

- ✓ 10% decrease in calls and cases in April compared to the same month, prior year.
- ✓ There were the same number of cases (134) in April 2025 as there was in April 2024.

April 2025 Compared to April 2024: Calls, Cases, and % of Calls that Led to a Case

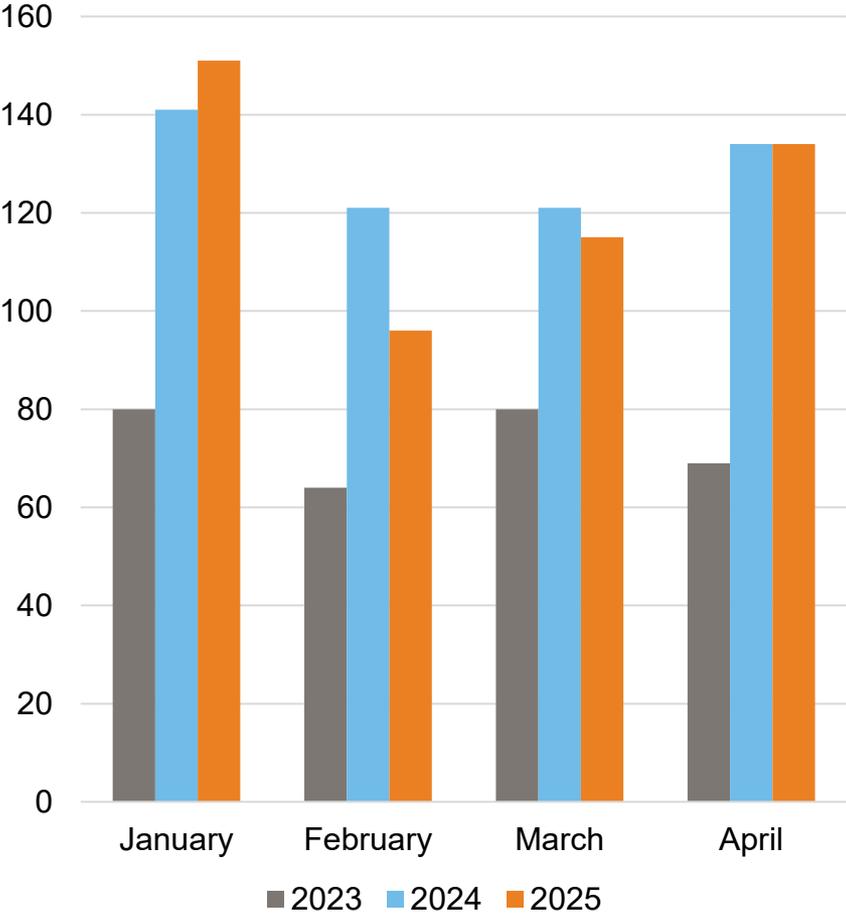


Calls/Cases: 12-Month Period - Internal & External EAP



Calls/Cases: Year Over Year - Internal & External EAP

New Cases



Call Volume

