

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

MEMORANDUM

DATE: June 14, 2018
TO: Randy Scott, President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: May 2018 Board Report

Introduction

The SFHSS team along with Aon have worked with our many vendors to deliver to the Health Service Board the rates and benefits recommendations before you today. I have found the teamwork to be professional, supportive and informative. The complexities of healthcare and the unpredictability of the political environment contribute to the challenges which drive the costs of the health benefits. We are working continuously to improve the delivery of this complex information to the Board in a manner that is complete yet concise, transparent yet simplified, and highlights the key elements that aid in making your decision.

Strategic Plan

I appreciate those who can participate in the kick off of the SFHSS Strategic Planning process on June 22, 2018. The day will consist of “Blue Sky” presentations by subject matter experts who will help open our minds to new ways of thinking about the services we provide. We will also hear from several point of service vendors as examples of the many services available today. Throughout the planning process we will identify the constraints and challenges we are currently facing. We also assess of our current capacity to manage change going forward and finally result in both a strategy plan and an implementation plan. We will conclude the process with a full report to the Board in September 2018. Thank you to each of you who can attend and participate in the process.

Personnel

This will be the last meeting for Laini Scott, who has been Health Service Board Secretary for the past 12 years. We will miss her and wish her all the best in her retirement. We have posted the job and are actively recruiting for a new secretary to the commission who will also serve as my confidential secretary. We are working closely with DHR to fill several other key positions in department.

UHC/City Plan

We appreciate the Board’s consideration of the analysis and approval of the plan design changes to the City Plan. In response to the financial questions raised at the last Board meeting, staff has prepared recommendations for your consideration today that are aimed at providing a plan that addressed the unique needs of Out of Area - Choice Not Available members AND aims to continue to stabilize the enrollment in City Plan in Plan Year (PY) 2019. We plan to address this challenge for the PY 2020 and should all keep this in mind as we imagine the possibilities during our strategic planning process.

Dependent Eligibility Verification Audit- see attached progress report

4/09/2018 -	Alert Notice Sent
4/20/2018 -	Verification Request Notice Sent
4/30/2018 & 5/15/2018 -	Reminder notices sent
6/01/2018 -	Final reminder notice sent
6/16/2018 -	End of audit notice – sent to subscribers who have not responded to verification. Will summarize the possible ramifications for dependents not verified within the next 30-day grace period.
7/15/2018 -	Grace Period end date/final audit close
7/28/2018 -	Final Results Notice – sent to subscribers with unverified dependents remaining on the plan.

Follow up from prior Board Meetings

We are tracking several matters brought before the Board last month and will report out at a later date. These matters include:

- Impact of Medicare Advantage programs
- Relationship with Workers Compensation
- Other Postemployment Health Care Benefits (OPEB)

SFHSS Division Reports – May 2018

Operations

Member Services Update

- DEVA calls continue to increase overall call volume to SFHSS by about 50%
- 388 Retiree Applications to be processed pending members termination date entry (most are for 7/1/2018)

Staffing Update

- Susann Rodriguez-Corns will be retiring July 1st after 37 years of service to the City. She is the SFHSS Retirement subject matter expert, an advocate for our members and dedicated team member. We will miss her very much.
- 1209 list has been released. One offer is pending and interviews are being scheduled to fill the other open 1209 position
- 1210 list scored, ranked and notice sent to applicants for 5 day review period. Estimate is that 1210 list will be available to HSS last week of June.

Enterprise Systems & Analytics

- Online Open Enrollment is on track. The population will include approximately 10,000 employees and up to 4,000 retirees. HSS is working with a vendor to create a more intuitive look and feel. Additionally, HSS has been meeting with the Department of Technology and the Controller's Office System's Division to define the systems and processes for providing end user support for Online Enrollment.
- The Website Redesign project completion date has been pushed back to December from the initial ambitious October timeline. Delays in securing the web host platform due to City contracting requirements impacted the timeline.

Communications

- Prepared *VSP Vision Buy Up* mailing for USD/CCD members.
- Managed storyboard development and scripting for *New Hire* and *Pre-Retiree* videos.
- Working with executive team on *2019 Open Enrollment* campaign development and materials.
- Working with management team on new website.
- Assist legal with RFP for *2019 Open Enrollment*.

Well-being

- Wellness Center celebrated its 4th anniversary with a week of events designed to showcase the services offered by the Wellness Center to current and potential users.
- Launched the first Retiree Check In to assess retiree well-being, needs, and preferred form of communication. Deadline to complete the survey online or on paper is 6/20. 1353 online surveys have been completed (as of 6/5) and 678 have been requested on paper (as of 6/1).

Finance Department

Budget and Procurement

- Mayor's Proposed Budget issued on June 1, 2018
- Working with Mayor's Office and Board of Supervisors' Budget and Legislative Analyst on FY 2018-19 and FY 2019-20 budget
- First budget hearing on June 13, 2018 and second hearing on June 21, 2018

Finance and Accounting

- Successfully closed/cancelled 70% of purchase order that have zero balance or are no longer required
- Met with external auditors on the FY 2017-18 schedule

Financial System Project

- Beginning cash balance for Trust has been delayed
- Attended training:
 - Year End Closing Workshop
 - Year End Cancelling, Closing, and Finalizing Purchase Orders and Requisitions
 - Using the Reports and Analytics System
 - Procurement to Pay
 - F\$P Forum Monthly Forum

Contracting and Vendor Management

- Fully executed Amendment to Agreement with Aon Consulting, Inc. for '2018 SFHSS Strategic Plan'
- Fully executed Amendment to Agreement with In Wave Group for Well-being focus groups and strategic communications plan
- Issued RFP for open enrollment communications print and mail services
- Submitted claim in response to Aggrenox notice of class action

Management Report

OPERATIONS UPDATE | June 2018

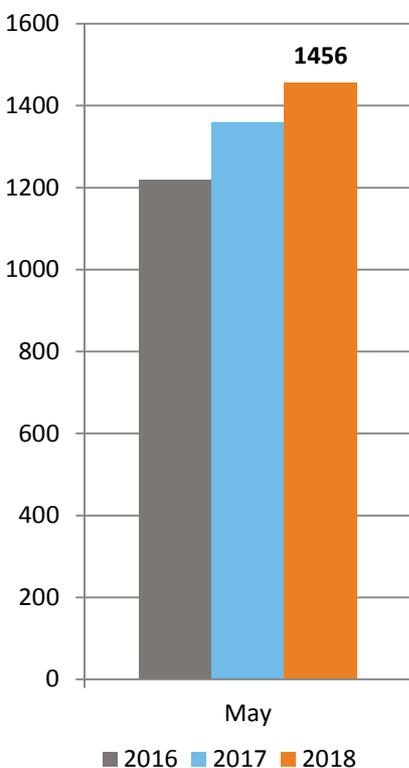
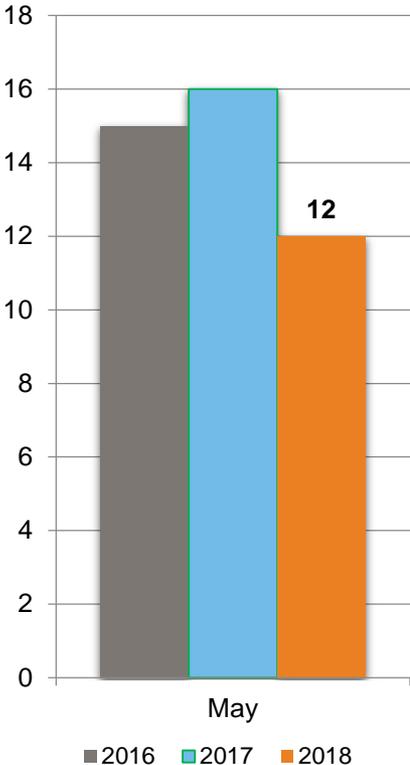
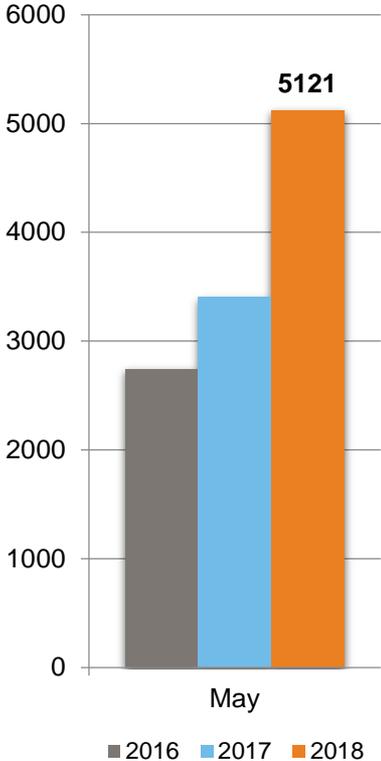
Calls and Office Visits: May 2018

Inbound calls:
5,121 answered calls
(50.5% ↑ from 2017)

Speed of answer:
12 seconds
(25% ↓ from 2017)

Abandonment rate:
1.0%
(50 calls)

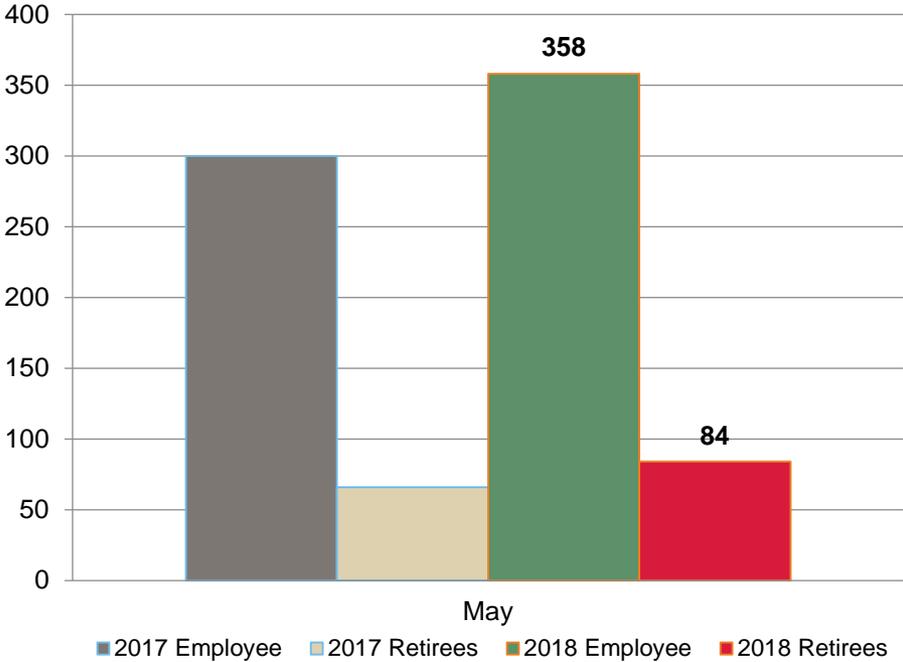
In-person assistance:
1,456 members
(7% ↑ from 2017)



Delinquencies & Terminations: May 2018

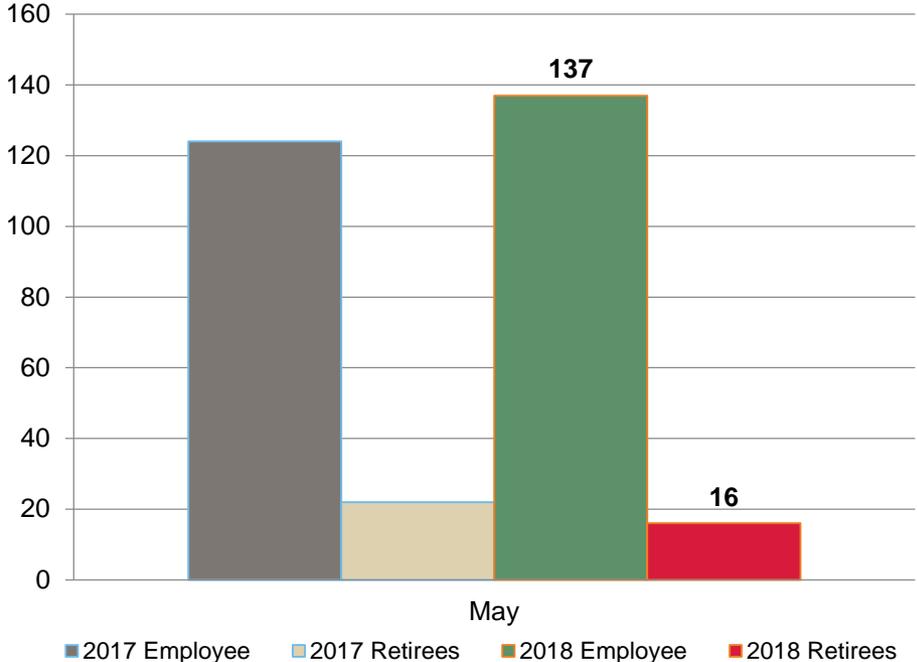
Delinquency Notices Sent.

- Employees: 358
- Retirees: 84

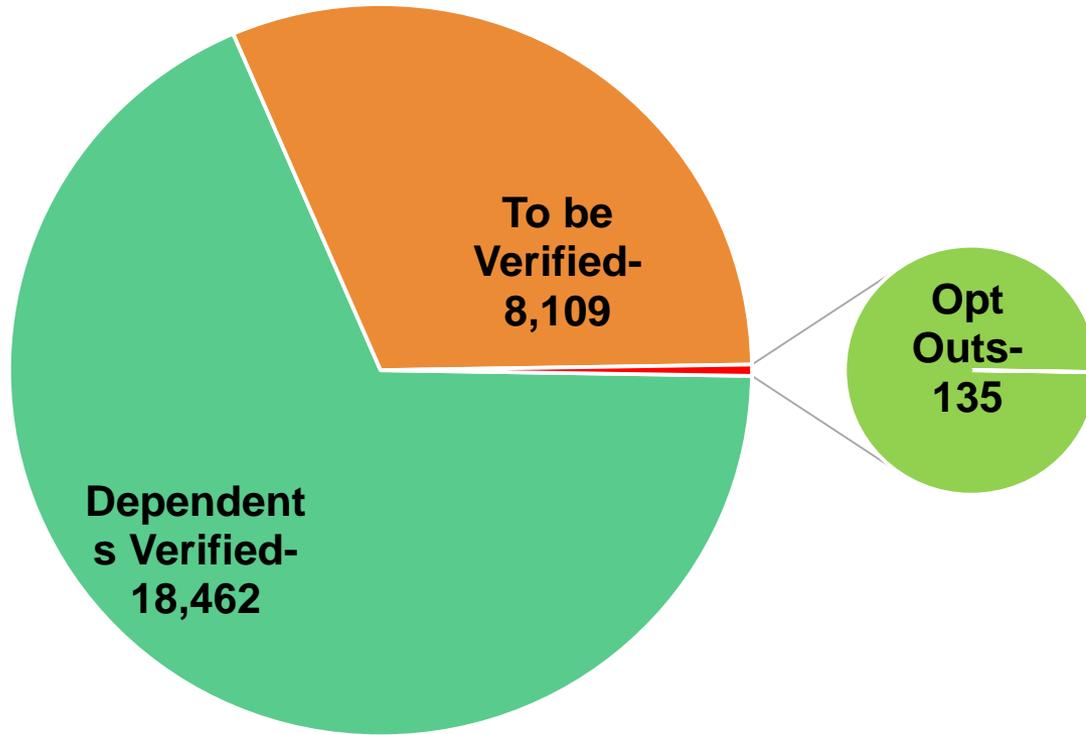


Termination Notices Sent.

- Employees: 137
- Retirees: 16

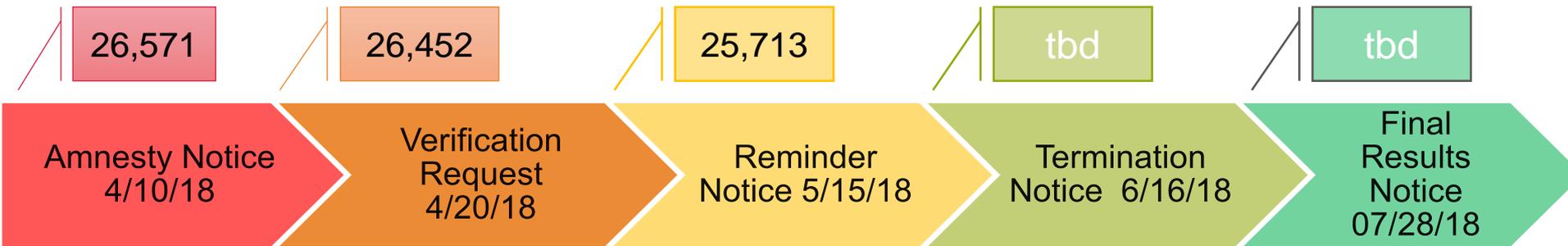


DEVA – Results and Timeline



Top Member Concerns

- Unfamiliar/distrust with Alight
- Purpose of an audit
- Relationship between HSS and Alight
- Perception that Domestic Partner requirements are more stringent than Legal Spouse
- Unable to provide documentation which proves relationship is current



Enterprise Systems & Analytics Report

June 14, 2018

Key Initiatives

Project	Status	Key Accomplishments
Online Open Enrollment		<ul style="list-style-type: none"> Print Statement Design Approved Population Defined End-User Support Structure Defined
Web Site Redesign		<ul style="list-style-type: none"> Go-Live date pushed back to December Acquia Hosting platform secured Migration Content defined
Continuity of Operations Planning		<ul style="list-style-type: none"> HSS Tabletop exercise held 5/16
Payment Gateway Conversion		<ul style="list-style-type: none"> Existing processes defined
Open Enrollment		<ul style="list-style-type: none"> Provided data to Aon for BoS Package

Items of Note:

- Web Site Redesign project was delayed because securing the web platform extended beyond the deadline due to City contracting requirements.

 On Schedule, Adequate Resources, Within Budget, Risks in Control

 Schedule Delay, Resource issue which has been alleviated by adjustment to schedule

Management Report

FINANCE and CONTRACTS | June 14, 2018

Finance Update

Budget and Procurement

- Working with Mayor's Office and Board of Supervisor's Budget and Legislative Analyst on FY 2018-19 and FY 2019-20 budget
- Working on budget presentation for the Board of Supervisor's Budget Hearing

Finance and Accounting

- Preparing for FY 2017-18 year-end close
- Successfully closed/cancelled 70% of Purchase Orders that have zero balances or are no longer required
- Met with external auditors on FY 2017-18 schedule

Financial System Project

- Beginning cash balance for Trust has been delayed

Finance Update

Financial System Project (continued)

- Attended training:
 - Year End Closing Workshop
 - Year End Cancelling, Closing, and Finalizing Purchase Orders and Requisitions
 - Using the Reports and Analytics System
 - Procurement to Pay
 - F\$P Monthly Forum

Contracting and Vendor Management

- Fully executed Amendment to Agreement with Aon Consulting, Inc. for '2018 SFHSS Strategic Plan'
- Fully executed Amendment to Agreement with In Wave Group for Well-being focus groups and strategic communications plan

Finance Update

Contracting and Vendor Management (Continued)

- Fully executed Amendment to Agreement with Best Doctors for expert second opinion services for 2019
- Fully executed Amendment to Agreement with Lab Communications for open enrollment communications services for 2018
- Issued RFP for open enrollment communications print and mail services
- Submitted claim in response to Aggrenox notice of class action
- Approved summary of material modification to United Healthcare Medicare Evidence of Coverage (EOC) regarding transgender coverage

Management Report

Communications | June 14, 2018

Communications Update

- Prepare *VSP Vision Buy Up* mailing for USD/CCD members.
- Manage storyboard development and scripting for *New Hire* and *Pre-Retiree* videos.
- Work with executive team on *2019 Open Enrollment* campaign development and materials.
- Work with management team on new website.
- Provide self-service team with communications support for 2019 rollout.
- Assist legal with RFP for *2019 Open Enrollment*.
- Review vendor direct mail and marketing materials.
- Provide communications support and review for Well-Being campaigns and materials.

May 2018 Web Traffic

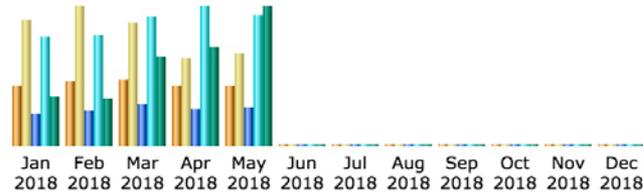
Summary

Month May 2018
 01 May 2018 - 00:01
 31 May 2018 - 23:59

Unique visitors	Number of visits	Pages	Hits
17487	26861 (1.53 visits/visitor)	135209 (5.03 Pages/Visit)	457999 (17.05 Hits/Visit)
		142057	156350

f by robots, worms, or replies with special HTTP status codes.

Monthly history



Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2018	17545	36976	111391	384230	26.86 GB
Feb 2018	19075	40921	120994	386641	26.42 GB
Mar 2018	19376	36358	143940	454047	49.94 GB
Apr 2018	17301	25827	124584	487422	54.93 GB
May 2018	17487	26861	135209	457999	77.81 GB
Jun 2018	0	0	0	0	0
Jul 2018	0	0	0	0	0
Aug 2018	0	0	0	0	0
Sep 2018	0	0	0	0	0
Oct 2018	0	0	0	0	0
Nov 2018	0	0	0	0	0
Dec 2018	0	0	0	0	0
Total	90784	166943	636118	2170339	235.96 GB

May 2018 eNews

	May 2018		April 2018	
Total Delivered	15,384	100%	15,296	99%
Opened	7,126	46%	6,590	43%
Clicked Links	319	4%	663	10%

WELL-BEING MONTHLY REPORT

May 2018 REPORT

Provided at the June 2018 Health Service Board Meeting

Retiree Check In: How can we support your well-being?

On 5/19 SFHSS launched the Retiree Check In with a postcard mailing to the home of all retirees. It is a survey available to all retired members (paper and online versions available).

- What does the Retiree Check In survey ask?
 - Current state of well-being
 - Interest in and knowledge of well-being resources and services
 - The best ways to share information
- Learn more at sfhss.org/well-being/retirees



SAN FRANCISCO
HEALTH SERVICE SYSTEM

TAKE THE SURVEY. ENTER TO WIN!

ONLINE: Go to sfhss.org/well-being/retirees by **June 20**.

IN PRINT: Mail this card by **June 1** to receive a paper version.

Retiree Check In: Participation

Take the Retiree Check In survey by June 20:

<https://www.surveymonkey.com/r/RetireeCheckIn>

- 1353 online surveys (6/5)

Request a printed copy: Make sure to put the request in the mail by June 1.

- 678 paper surveys requested (6/1)

A SURVEY TO HELP



You spent your career taking care of the city.
It's time to take care of you.

We're focused on your health and well-being.
At the San Francisco Health Service System (SFHSS), we strive to support your health *and* well-being.

How can we help you stay healthy?
Your responses will help us prioritize the services and resources that most benefit your well-being so we can better serve you.

Questions? sfhss.org/well-being/retirees



TAKE ONLINE SURVEY BY JUNE 20:
sfhss.org/well-being/retirees



REQUEST PRINTED SURVEY BY JUNE 1:
Mail lower half of this card.

- 100 random participants win a prize!
- Participation is voluntary.
- Responses are confidential.