

DATE: March 10, 2022

TO: Dr. Stephen Follansbee, President, Members of the Health Service Board

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: March 2022 Director's Report

**SAN FRANCISCO HEALTH SERVICE SYSTEM
DIVISION REPORTS: March 2022**

PERSONNEL

Welcome:

- 1824 Principal Administrative Analyst (Contracts): Patrick Chang starting 3/21/22

Recruitments:

- 0953 Chief Operating Officer: working with a recruiter to select new COO.
- 2595 Senior Employee Assistance Counselor: recruitment process underway.
- 2593 Health Program Coordinator III: Recruitment process underway.
- 1404 Clerk: On hold.
- 1209 Benefits Technician: Pending Announcement.

OPERATIONS

- Member Services took 3811 calls in February which is consistent with the typical call volume in February. Most calls were related to retirement, general eligibility, and premium payments.
- Virtual consultations through Bookings are continuing. In the last 30-days, consultations have increased to over 90 consults for retirees, new hires, and members with changes in family circumstances.
- DEVA project planning continues as we move into the implementation stage. DEVA will consist of 611 retirees not audited in the prior 2018 audit. An active employee audit will be held in the second half of 2022.
- A new document drop-off box is available during the hours of 9 AM to 3 PM.

ENTERPRISE SYSTEMS AND ANALYTICS (ESA) (see attached slide)

- Cybersecurity required a significant contribution of resources to meet required actions as a result of heightened cybersecurity risks. All critical server issues were remediated. Key personnel attended a 3-day cybersecurity emergency response training.
- The team continues to work on a variety of system requirements to support a DEVA-dependent eligibility verification audit. Work includes:
 - Modifications to eBenefits
 - Configuration of a DEVA even tin our benefits administration system (PeopleSoft)
 - Building out case management in Salesforce
 - Document submission workflows

COMMUNICATIONS

- Developed 10-County Report
- Completed 2021 SFHSS Annual Report
- Collaborate with DHR on revamping New Employee Benefits Orientation
- Developed DEVA Printer RFP

- Updated health plan reimbursement for at-home COVID test
- SFHSS.org received 48,741 pageviews CCSF Benefits, Contact Us, and IRS COVID Relief Dependent Care FSA
- Top February eNews stories include Delta Dental Active Employee & Retiree Plan Comparisons, Reimbursements for COVID Test Kits, and COVID Testing sites
- Top Well Being stories include Deferred Compensation, Black History Month, and Diabetes Prevention Program

FINANCE AND BUDGET

Budget

- Submitted budget to the Mayor's Office

Rates and Benefits

- Completed 10 County Survey used to set retiree benefits for the calendar year 2023.
- Negotiated a 22% (\$2.2 million) rate reduction for disability and life insurance benefits.
- Renewal terms requested from all medical plans

Audit

- Prepared responses and supporting documents for the internal controls questionnaire for the Controller audit.

CONTRACTS

- Executed amendment to agreement with e-Image for benefits videos.

WELL-BEING (see attached slides)

- Executed on Well-Being quarterly Check-In meetings with departments to discuss their well-being strategic plan
- Provided two Diabetes Prevention Program (DPP) informational sessions in preparation for the upcoming DPP cohorts
- Brought back virtual Yoga and Pilates classes
- 12% increase in the number of individuals served from SFHSS Internal EAP from December to January.

Attachments:

1. COVID-19 Updates
2. ESA Slides
3. Well-Being Slides

San Francisco Health Service System Health Service Board

COVID-19 Update

March 10, 2022

SFHSS Specific Data — Testing

Test Results	Blue Shield of California (BSC) as of 2/24	Kaiser Permanente of California ^[1]		UnitedHealthcare (UHC)	
		Non-Medicare as of 3/1	Medicare as of 3/1	Non-Medicare as of 2/28	Medicare as of 1/19
Positive	1,638	6,819	1,070	45	108
Negative	27,507	198,278	27,675	543	1,965
Inconclusive / Unknown	NR	NR	NR	1,255	6,244
Total	29,145 ^[2]	205,097	28,745	1,843	8,317

Note: UHC Medicare data not updated due to system upgrades.

NR Not Reported

[1] Does not represent unique members

[2] May be underreported due to claim submission lag

SFHSS Specific Data — Vaccines

Test Categories	Blue Shield of California (BSC) as of 2/24	Kaiser Permanente of California		UnitedHealthcare (UHC)	
		Non-Medicare as of 3/1	Medicare as of 3/1	Non-Medicare as of 2/28	Medicare ^[1,2] as of 1/19
	Dose	Individuals		Individuals	
Partial	1,133	730	75	611	1,076
Fully	26,011	45,814	12,975	662	13,790
Total	27,144	46,544	13,047	1,273	14,866
Booster / Third Vaccination	16,089	30,082	11,439	524	8,529

Total Members	36,748	55,276	13,549	3,200	17,107
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[1] The payment for the administration of vaccinations will now be the plan responsibility under the UHC Group MA plan as of 1/1/22.

[2] UHC Medicare is counting the 2nd shot as a booster if the member received the J&J vaccine initially.

Vaccines are provided to all at no cost to members.

Note: UHC Medicare data not updated due to system upgrades.

SFHSS Specific Data — Vaccines By Age Groups

	Age Group (in years)	Partially Vaccinated	Fully Vaccinated	Booster/ 3rd Vaccination
Blue Shield of California	5 – 11	187	1,449	—
	12 – 17	104	2,271	713
	18 and older	842	22,291	15,376
	Total	1,133	26,011	16,089
UnitedHealthcare Non-Medicare	<18	16	71	9
	18 – 39	104	134	66
	40 – 64	446	374	407
	65+	45	83	42
	Total	611	662	524
Kaiser Permanente of California	5-11	165	2,363	N/A
	12-17	72	3,555	1,547
	18-40	261	15,510	9,901
	41-64	212	22,675	17,162
	65+	20	1,711	1,472
	Under 65 - KPSA	1	171	141
	65+ KPSA	74	12,801	11,298
	Total	805	58,786	41,521

3rd vaccine and booster data combined
BSC and Kaiser to confirm totals

HSB Meeting: COVID-19 Update — March 10, 2022

SFHSS Specific Data — Hospitalizations

Blue Shield
of California

150 cases

Kaiser Permanente
of California

551 cases
(of which 91 were in ICU)

UnitedHealthcare
Non-Medicare

253 cases
(of which 10 were/are in ICU
and 4 with a ventilator)

UnitedHealthcare
Medicare

298 cases
(of which 64 were/are ICU
and 27 with a ventilator)

Data is from March 2020 to February 2022.

Note: UHC Medicare data not updated due to system upgrades.

SFHSS Specific Data — COVID Home Test Kits (as of 2/28/2022)

On Jan. 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	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	No \$ cap on tests
Kaiser Permanente (Medicare)	kp.org/coronavirus	KPSA is covering test for members, with no \$ cap on tests
United HealthCare (Non-Medicare)	myuhc.com	Up to 8 test available at no cost through myuhc.com – OptumRX Store
United HealthCare (Medicare)	sfhss.org/testing	Preferred pharmacy or direct member reimbursement up to \$12/ test
HealthNet	healthnet.com/COVID19	Up to \$12 dollars per test

SFHSS Specific Data — COVID Home Test Kits Reimbursements

Blue Shield
of California

53 Test kits dispensed

Kaiser Permanente
of California

Not available yet

UnitedHealthcare
Non-Medicare

Not available yet

UnitedHealthcare
Medicare

130 Test kits dispensed

Data is from January 15 to February 2022.

SFHSS Specific Data — Data Elements Under Review

SFHSS has inquired with the carriers on the following data elements. The carriers are working on these requests.

- Post-acute Sequelae of COVID (PASC) or “Long-Hauler” claims ICD10 code U09.9
- Treatment framework details
- Information on possible 4th shot for Immunocompromised

COVID-19 Health Plan Benefit Information







Benefit Topic	BSC as of 2/24/2022	Kaiser Non-Medicare as of 3/2/2022	Kaiser Medicare as of 3/2/2022	UHC Non-Medicare as of 1/31/2022	UHC Medicare as of 2/28/2022
Early Rx Refills Available?	Yes	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	No	No
Tele-Medicine Copays	Via PCP: Copays waived Via Teladoc: No copay	No copay (no end date on this)	No copay (no end date on this)	Regular copay applies	Regular copay applies
Tele-Behavioral Health Copays	No copay	No copay (no end date on this)	No copay (no end date on this)	Regular copay applies	Regular copay applies
Testing/Diagnostics Copays	Copays waived	Copays waived through the last day of the month following the end of the national public health emergency	Copays waived through last day of the month following the end of the national public health emergency.	Copays waived through 10/17/2021	Copays waived through the national public emergency
Treatment Copays	Copays waived for treatment between 3/31/2020 – 2/28/2021	Copays waived through 7/31/21	Copays waived through 12/31/21	Copays waived through 4/29/2021 Out-of-Network waived through 10/22/2020	Copays waived through 3/31/2021

COVID-19 Health Plan Benefit Information (continued)

Benefit Topic	BSC as of 2/24/2022	Kaiser Non-Medicare as of 3/2/2022	Kaiser Medicare as of 3/2/2022	UHC Non-Medicare as of 1/31/2022	UHC Medicare as of 2/28/2022
Specialist and Primary Care Copays	If a member presents at a specialist office and receives testing or treatment with a COVID-19 diagnosis, there would be no member cost share for services	Copays waived through 7/31/21	Copays waived through 12/31/21	Pan deductible and coinsurance applies	Copays waived through 9/30/2020 for Specialist; through 12/31/2020 for Primary Care
Other	https://www.blueshieldca.com/coronavirus/your-coverage	https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information	https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information	Emotional support line available: 1-866-342-6892 Sanvello: On-demand emotional support mobile app, free to members	https://www.uhc.com/health-and-wellness/health-topics/covid-19

Enterprise Systems & Analytics Report

March 10, 2022

Project	Status	Key Accomplishments
Compliance: Cybersecurity / Disaster Preparedness / Regulatory		<ul style="list-style-type: none"> • HSS implemented required actions due to heightened threat risks • Attended 3-day CCSF Cyber Emergency Response Training • Responded to requests related to audit of PeopleSoft system • Department emergency communications test conducted • All outstanding critical server updates have been patched
VOIP telephony upgrade		<ul style="list-style-type: none"> • Member Services and Well-Being divisions testing their call routing
Dependent Eligibility Verification Audit		<ul style="list-style-type: none"> • Design sessions completed for Salesforce requirements • Salesforce sandbox set up for development / testing • eBenefits configuration in testing environments completed • eBenefit development request submitted • DEVA project plan initial tasks and milestones documented
Reporting / Auditing		<ul style="list-style-type: none"> • Healthcare Value Index report census data provided • Additional data provided for HSB Annual Report • Initiated development of risk score report underway
Benefits Administration Systems		<ul style="list-style-type: none"> • Reviewing Health Care Access and Information (HCAI formerly OSHPD) plan / submitter requirements • Ongoing production support • Fixing USD/CCD enrollment file to include all terminations • Modifying Run page for Enrollment Statistics report to change the data parameter
Year-End Processing		<ul style="list-style-type: none"> • 1095C electronic filing with IRS in progress



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



Potential issues with schedule /budget can be saved with corrective actions



Serious issues. Project most likely delayed or significant budget overrun

Well-Being Monthly Report

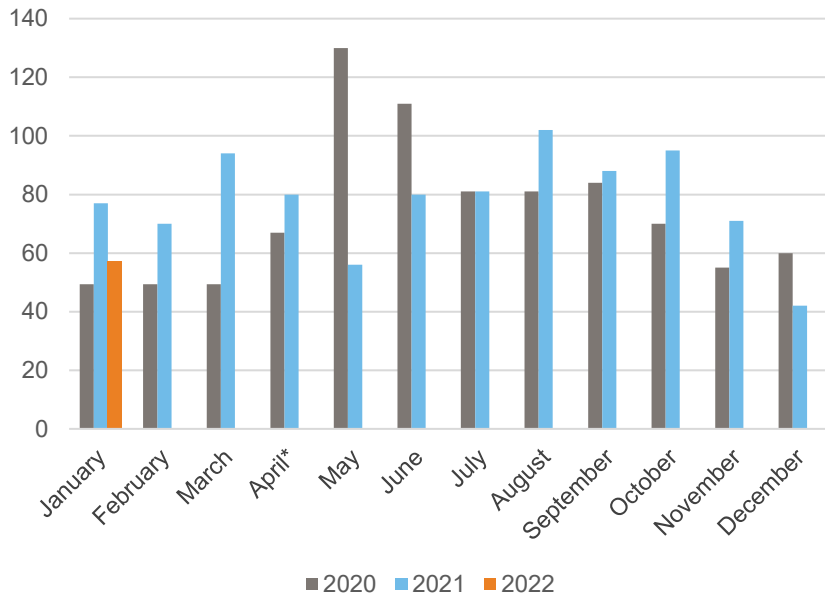
Health Service Board Meeting | March 10, 2022

Calls/Cases: Internal & External EAP

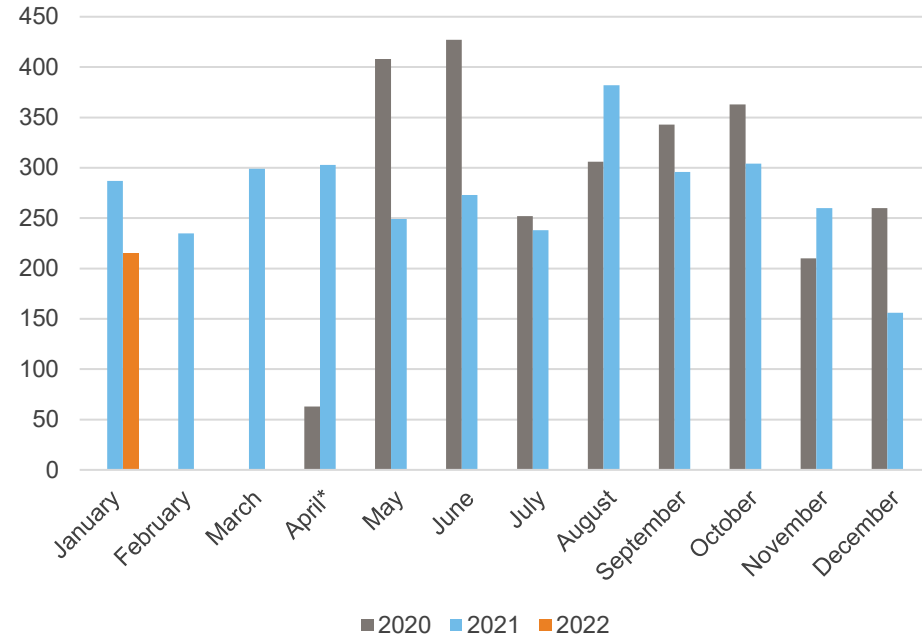
January Highlights:

- 57 cases – represents a 35% increase from prior month and a 35% decrease from same time last year
- 212 calls – represents a 36% increase from prior month and a 35% decrease from same time last year

Year Over Year by Month: New EAP Cases



Year Over Year by Month: Call Volume



January Highlights

External 24/7 EAP

- Highest call volume days were 1/24 and 1/25 with a total of 28 calls
- 11% of calls were from first responders
- 29% of all calls were from individuals between the ages of 31 – 40
- 15% of call came in between the hours of 5 pm and 8 am
- Top 2 presenting issues
 - ✓ Partner/Relationship – 35%
 - ✓ Psychological – 21%

SFHSS Internal EAP Services

- 131 individuals served
- 101 services provided
- 6 leadership consultations
- 45 individual consultations
- Responded to 2 critical incidents serving 34 individuals
- Took on 8 new cases