



HEALTH SERVICE BOARD CITY & COUNTY OF SAN FRANCISCO

Abbie Yant, MA, RN
Executive Director
Health Service System

Natalie Ekberg, M.P.A.
Executive Secretary

TEL (415) 554-1727
FAX (415) 554- 1721
<http://www.myhss.org/>

HEALTH SERVICE BOARD MEETING

MINUTES

Thursday, March 12, 2020, 1:00 p.m.
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103

1. **CALL TO ORDER: 1:01 pm**

2. **PLEDGE OF ALLEGIANCE**

3. **ROLE CALL**

President Karen Breslin – Present
Vice President Stephen Follansbee, M.D – Present
Commissioner Mary Hao – Excused
Commissioner Wilfredo Lim – Present
Commissioner Randy Scott – Excused
Commissioner Chris Canning – Present
Supervisor Dean Preston – Present

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

The Regular Meeting Minutes from February 13, 2020 can be located on the SFHSS website at:
<https://bit.ly/39rkhWV>

President Breslin affirmed that the Commissioners had reviewed the Regular Meeting Minutes from February 13, 2020. President Breslin then asked if the Commissioners if there were any corrections to the minutes. There were no corrections offered.

PUBLIC COMMENT: None.

Action Taken: The Health Service Board unanimously approved the minutes.

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

PUBLIC COMMENT:

Ms. Sylvia Johnson commented on the current COVID-19 situation and the medical plan's response that her friend had experienced when navigating the services. Ms. Johnson noted that she was dissatisfied with the response and asked that the medical plans take these health care issues more seriously moving forward.

Alice Mosely, Retired Teacher, Unified School District, shared that she had "serious issues" when she was applying for her health benefits and her Medicare benefits. Ms. Mosely noted that she has many bills regarding her Medicare Parts A and B healthcare appointments and equipment that was billed to Medicare. Ms. Mosley requested that there be a more streamlined and transparent set of instructions given to the Retirees when they are preparing teachers to enroll in Medicare upon retirement.

Richard Rothman, a retiree, stated that he and his wife are having issues with Delta Dental's Smileway program's services and cost related to services they used. Mr. Rothman noted that he received different information regarding the "100% coverage of services," what are the maximum amounts for each service, are their exemptions that need to be addressed during a calendar year. His final request was that the SmileWay program flyer is re-done for clarity.

Mr. Rothman noted that he has been having issues with Kaiser's customer services. Mr. Rothman stated that when he emailed the member services asking why the contracted nurses are unable to contact and communicate with Kaiser physicians electronically. Mr. Rother noted that the response he received was insufficient, and he expects that Kaiser's administration would like a response to these questions in a satisfactory manner, rather than "Kaiser cannot respond to this question."

Mr. Rothman shared his experience with the St. Francis Pavilion and asked that SFHSS discontinue its contracts with this hospital. Mr. Rothman stated that the staff was inept, and the facility was "filthy."

6. PRESIDENT'S REPORT: (Discussion)

President Breslin stated that she has been receiving phony emails regarding the COVID-19 precautionary methods. The messages that were received did note best practices, such as washing your hands with soap and warm water. President Breslin pointed out that the SFHSS website is updated frequently with the most up to date and accurate information if members require support in preventative or consistent care while managing the COVID-19 situation.

Vice President Follansbee noted that many public platforms have accurate and credible information for public consumption. Vice President Follansbee stated that there is appropriate messaging through Federal and State levels that should be reviewed. Vice President Follansbee noted that we all need to be supporting each other in discussing and sharing credible information to our family and friends during this very challenging and stressful time.

Supervisor Preston noted that there are daily updates from the Department of Health, and he encouraged members to review those updated on the agency's website. Supervisor Preston also urged members to practice social distancing as the City has directed it. Social Distancing practices will support overall public health while decreasing the spread of the virus.

PUBLIC COMMENT: None.

7. DIRECTOR'S REPORT: (Discussion)

The Director's Report can be located on the SFHSS website at: <https://bit.ly/3avPvh2>

Abbie Yant, Executive Director, presented the report to the board. The items that were reviewed included the following items:

- Update on SFHSS' role regarding the COVID-19 situation, and the support being provided by the Health Plans that have created micro-sites that cater to our membership specifically
- Operations Update: Telecommuting plans, virtual office planning, contingency planning in case of staff illness, etc.
- Vendor Black Out Period is still in effect

- Health Service Board Elections Update: One nomination packet was received and was processed; Claire Zvanski is going to assume the HSB seat in May 2020. Her first Board meeting will be on June 11, 2020. Swearing in ceremonies and onboarding are being planned.
- SFHSS Infertility Services Update
- Suter Anti-Trust Case Update
- EAP Program Expansion Budget Update
- Operation Report Updates: Jessica Shih, Communications Director, was onboarded to this role during the first week of March 2020. Siobhan O'Connor gave her resignation notice to the Executive team in March.
- Update on the School district collaboration regarding benefits management
- VOIP Project Update → Next steps in finalizing the official "go-live" date
- Metformin Article/Update on the concern mentioned at the previous Board meeting. There was attached to the Director's Report.

PUBLIC COMMENT:

Claire Zvanski, a retiree and RECCSF representative, gave her appreciation to Ms. Siobhan O'Connor and all of her phenomenal work over the past three years. Ms. Zvanski thanked all of the excellent staff who work at SFHSS, and she noted that we are all lucky to have such dedicated and talented people who work at this agency.

Ms. Sylvia Johnson commented on the current COVID-19 situation and the numerous cases that are being recorded around the world. Ms. Johnson noted that she was dissatisfied with the response and asked that the medical plans take these health care issues more seriously moving forward.

8. KAISER PERMANENTE TRANSPORTATION BENEFIT UPDATE: (Discussion)

Denise Rodriguez, Strategic Accounts, Kaiser Permanente, presented the update with the support of Julie Brady, Executive Retiree Manager, Kaiser Permanente. Ms. Rodriguez noted that the Transportation Benefit had been utilized 27 times since the introduction of this benefit on January 1st, 2020. Ms. Rodriguez stated that the Kaiser team that is working on implementing this benefit with the wheelchair and gunnery capabilities are still working through the CMS compliance issues. Ms. Rodriguez said that the team is still working on this additional service go-live date of January 1st, 2021.

Ms. Rodriguez stated that SFHSS and the membership are not paying for that benefit that would include gurney van or wheelchair transportation. The current cost that is being charged for this benefit consists of only limited wheelchair transportation- specifically for those members who are able to be transferred into the car from their wheelchairs.

Ms. Brady spoke to the communication platform the transportation benefit which launched in January 2020, and the project included outbound phone calls and emails. The emails and calls were made to all of Kaiser's Medicare members and Senior Advantage Members. These communications alerted the members of the new transportation benefit. Additionally, the Communications team created a transportation benefit flier that precisely outlined how members could access this service. Ms. Brady stated that this instructional flier has been added to the Kaiser microsite that is offered SFHSS retirees.

Ms. Brady addressed the needs for retired members who may not access or read through digital content, such as a flier on a website, and reassured the Board that there was a multi-pronged communications approach to share out this information. Ms. Brady noted that Kaiser is mailing out "aging kits" to SFHSS members who are turning 65. In the kits, members will find information about Kaiser's Senior Advantage plan and the transportation flier.

Vice President Follansbee asked if the Kaiser Communication plan includes updates for the Retirees and the current supports available to them regarding the COVID-19 situation. Ms. Brady stated that she was not sure of what is possible for the retirees; however, there is information on the main Kaiser website and the SFHSS microsite.

Commissioner Canning asked if there was a tracking mechanism in place that would allow SFHSS to see how retirees accessed the transportation benefit information. Commissioner Canning wanted to know if retirees used this benefit because of the mailings that went out, or possibly because they watch the HSB meetings. He was curious if the vendor could track this data as members made reservations with the vendor. Ms. Brady noted that this was an excellent suggestion and that she would work with her team to gather this data so that it could be presented in a meaningful way.

PUBLIC COMMENT: None.

9. HSS FINANCIAL REPORTING AS OF December 31, 2019: (Discussion)

The Financial Report YTD December 31, 2019 is located on the SFHSS website at: <https://bit.ly/3bByAJZ>

Pamela Levin, Chief Financial Officer, presented the financial report to the Board. Ms. Levin stated that the report provided a summary of the actual revenues and expenses. The report provided updates on the Employee Benefit Trust Fund and the General Fund Administration budget through December 31, 2019, and the fiscal year-end projections through June 30, 2020.

Ms. Levin reported that the Trust Fund balance, as it was reported to the auditors on June 30, 2019, was \$92.2 million. Ms. Levin noted that based on the fund's activity through December 31, 2019, the fund balance is projected to be \$91.8 million by June 30, 2020. This is a total year-end decrease of \$0.4 million. Ms. Levin reported a projected year-end balance of \$128,000 in the General Fund Budget. This number is based on the final calculated financial results through December 31, 2019.

Ms. Levin reported on the health plan's fund balances:

- Blue Shield Access+ has a projected fund increase of \$11.6 million due to pharmacy rebates and favorable claims experience.
- Blue Shield Trio Plan has a projected fund decrease of a \$4.9 million decrease as this plan continues to have unfavorable claims experience.
- Delta Dental's self-fund balance is projecting a \$4.2 million decrease.

Ms. Levin noted that the projected year-end balance for the Healthcare Sustainability Fund is approximately \$2.7 million. Ms. Levin also shared that over \$1 million in investment earnings is also expected to be earned by this fund. Ms. Levin reported that \$300,000 in performance guarantee payments was received by December 31, 2019.

Ms. Levin shared that there had been no further reimbursements processed under the Adoption and Surrogacy Assistance Plan since the December reimbursement approvals. The Adoption and Surrogacy fund balance is projected to decrease by \$185,000 once all of the processed reimbursements are paid out by June 30, 2020. As of December 31, 2019, \$2 million in pharmacy rebates have been received this fiscal year. The year-end projection is \$8.0 million based on prior years' experience.

Ms. Levin stated that the graphs provided for each plan show the cumulative expenses compared to the budgeted premiums. Currently, the increasing costs are tracking higher than revenues for UHC PPO and Blue Shield Trio. The aggregate costs are tracking lower for Blue Shield Access + and the Delta Dental self-funded plan.

PUBLIC COMMENT: None.

RATES AND BENEFITS

10. PRESENTATION OF 2020 RATES AND BENEFITS CALENDAR FOR PLAN YEAR 2021: (Discussion)

The Rates and Benefits meeting schedule for 2021 plan year can be located on the SFHSS website at: <https://bit.ly/3avPz0g>

1145 MARKET STREET 3RD FLOOR, SAN FRANCISCO, CA 94102

Executive Director Yant began this presentation by addressing the hold for March 26, 2020, for a Board education session. Executive Director Yant stated that there are specific rules and regulations Commissions must follow to ensure the meetings are public. Hence, as the COVID-19 situation evolves, the SFHSS team will have alternative methods of presenting this information to the Board and the members.

Executive Director Yant acknowledged that many of the contracted vendors are under travel restrictions. The teams that could not attend this meeting in person were the VSP team members, and the United Healthcare team members. All other contracted groups were present. Executive Director Yant noted that the in-person meetings are tentatively held as in person; however, as the situation progresses, the planning for the Rates and Benefits meetings will remain fluid to accommodate all Federal, State, or City and County mandates.

President Breslin asked if the Educational Forum was going to be held in City Hall or if the location of the meeting had changed. Natalie Ekberg, HSB Secretary, stated that the meeting would not be in the City Hall Hearing room; however, the location of the meeting has been moved to the SFHSS office building. Ms. Ekberg noted that the session would be recorded and published to the SFHSS website for members and Commissioners to view at any time.

Erik Rapoport, San Francisco City Attorney, stated that the Mayor's office and the California Governor's office were working on the Brown Act issues that are state law issues to ensure that essential meetings are still planned for and conducted.

PUBLIC COMMENT:

Ms. Sylvia Johnson commented on the Federal laws that were being discussed around public gatherings, and she reiterated the importance of the required precautions for public meetings due to health concerns.

11. STOP LOSS RECOMMENDATION PRESENTATION: (Action)

The Stop Loss Presentation can be located on the SFHSS website at: <https://bit.ly/2UrloSi>

Mike Clarke, Aon, presented this PowerPoint to the Board. The presentation included the following items:

- Summary and Recommendation
- Introduction to the Concept
- Stop Loss Reinsurance – General Commentary
- SFHSS Contingency Reserve Policy
- SFHSS Self-Funded Plans' Stabilization Policy
- Stop Loss Reinsurance – SFHSS Specific Commentary
- Stop Loss Reinsurance – Recommendation

The Commissioners had no comments or questions regarding this presentation.

PUBLIC COMMENT: None.

Action Taken: The Health Service Board unanimously approved the Stop Loss recommendation for SFHSS to not purchase external stop loss insurance for its self-funded and flex-funded health care plans into the 2021 plan year.

12. PRESENTATION OF 10-COUNTY SURVEY RESULTS: (Action)

The 10-County Survey Results presentation is located on the SFHSS website at: <https://bit.ly/2Jnj4p9>

Mike Clarke, Aon, presented the 10-County Survey results to the Board. The presentation covered the following items:

- 10-County Survey Overview

- Presentation of rates for all 10 counties that were surveyed: Los Angeles, San Diego, Orange, Riverside, San Bernardino, Santa Clara, Alameda, Sacramento, Contra Costa, and Fresno
- California's CALPERS program was surveyed for this presentation
- SFHSS 2020 Active Employee Plan Rates

Mike Clarke, Aon, presented the 10-County Survey Results Report to the Board. Mr. Clarke thanked Pamela Levin, Yuriy Gologorskiy, and the SFHSS Finance team for all of their work in preparing the information contained in this report. Mr. Clarke noted that the 10-County presentation is a requirement of the San Francisco City Charter, stating that SFHSS must annually perform a survey of the ten most populous counties in California (other than San Francisco) and report those results to the Board.

Mr. Clarke stated that SFHSS collects the member contribution amounts, the employer contributions from each of the ten most populous counties, and then averages the costs to calculate the figure known as the "10-County Amount". Mr. Clarke noted that there were no changes in the type of data that was collected from prior 10County Amount surveys.

Mr. Clarke highlighted that the SFHSS team collects CalPERS data, although it's not part of the actual cost evaluation for the 10-County Survey. Mr. Clarke stated that SFHSS uses this 10-County Survey amount as one of the elements that go into the determination of employer contributions for retirees and certain active employees. Mr. Clarke directed the Board's attention to the final calculated figure to be used in 2021 plan year rating of \$729.19 (monthly basis). Mr. Clarke noted that this figure is 3.3% greater than the amount that was used in 2020 plan year rating (\$705.92 monthly). Mr. Clarke stated that this increase is consistent with trends that are seen in the healthcare marketplace.

Mr. Clarke concluded the presentation by stating that the remainder of this document contains county-by-county detail as well as the CalPERS and the SFHSS plan design information.

PUBLIC COMMENT: None.

Action Taken: The Health Service Board unanimously approved the 10-County Survey Report and \$729.19 as average monthly amount for the 2021 plan year rate calculations as it was presented.

13. REVIEW AND APPROVE VISION SERVICE PLAN (VSP) INSURED RATE RENEWAL PRESENTATION: (Action)

The Vision Service Plan Renewal Presentation is located on the SFHSS website at: <https://bit.ly/2UI8e2c>

Mike Clarke, Aon, presented the Vision Service Plan renewal to the Board. Mr. Clarke stated that SFHSS offers two plan designs for active employees and retirees through Vision Service Plan. The first plan is the Basic Plan, which is part of the enrollment in a SFHSS medical plan. Mr. Clarke noted that the Premier Plan was added for plan year 2018 as a second choice providing a higher level of benefits versus the Basic Plan, with members paying the full cost increment between Basic and Premier Plan rates.

Mr. Clarke presented the overview of the staff recommendations; these included a compilation of four parts. The first part of the renewal package was to confirm the VSP Basic Plan total insured premium rates. The second part of the renewal package was to confirm the VSP Premier Plan total insured premium rates. The third part of the renewal package was to confirm the VSP Computer VisionCare (CVC) program total insured premium rates (CVC is offered to some active employees on an employer-paid basis). The fourth part of the renewal package was to confirm the Premier Plan member contribution rates, which are the differences by dependent coverage tier between Premier Plan insured rates and Basic Plan insured rates.

Mr. Clarke noted that per prior agreement, the overall premium increase for all VSP plans in aggregate offered by SFHSS would be 2%. Because the plan with the highest loss ratio (plan experience divided by premiums) is the Premier Plan, VSP agreed to maintain 2020 rates into the 2021 plan year for the Basic Plan and CVC program, and apply the total amount of dollar increase in VSP rates to the Premier Plan from 2020 to 2021. This results in 4.1% increase from 2020 to 2021 to the total insured premiums for the Premier Plan, which then

generates an increase range of 5.6% to 6.3% by dependent coverage tier to the member-paid contributions to elect the Premier Plan. Mr. Clarke discussed how the Premier Plan is becoming more popular with SFHSS plan members over time, increasing from an initial enrollment of 15% of total VSP members during its first year of offering in 2018, to now 25% enrollment of total VSP members in January 2020.

PUBLIC COMMENT: None.

Action Taken: The Health Service Board unanimously approved the VSP insured rate renewal as presented.

14. REVIEW AND APPROVE UNITED HEALTHCARE CITY PLAN'S PREFERRED PROVIDER ORGANIZATION (PPO) ADMINISTRATIVE FEES PRESENTATION: (Action)

The UHC City Plan PPO Administrative Fees Presentation can be located on the SFHSS website at: <https://bit.ly/2JsyUik>

Mike Clarke, Aon, presented the United Healthcare PPO plan's administrative fee slides to the Board. The following content was reviewed:

- Introduction
- Actions Requested by HSB
- UHC Base ASO Administrative Fee
- Overall 2021 City Plan Administrative Fees
- UHC Shared Savings Program Fees
- Overall 2021 City Plan Fees
- HSB Actions

Vice President Follansbee asked why the Facility R&C program fee increased so significantly from 2020 to 2021, while fees for other UHC cost savings programs (Shared Savings and Value-Based Contracting) decreased from 2020 to 2021. Mr. Clarke stated that the numbers presented in this report are based the most recent two years of experience in these programs, then a trend factor is applied. This allows the Aon actuary to perform updated best estimates for projected program savings into the next plan year, including the portions of program savings that are paid back to UHC as a fee for these programs. Aon translates these UHC fee estimates for these savings programs into per employee per month (PEPM) best estimates, to then include in the overall UHC projected fees for the next plan year to include in rate cards. Vice President Follansbee noted that the increases, however small or large, are complicated to understand, and the Health Service Board cannot expect the members to thoroughly understand the increases they incur annually.

Commissioner Lim suggested that in the future, SFHSS could negotiate the portion of fees paid to UHC for these shared savings programs. This could help to minimize the increase no more than 2% in the future. Mr. Clarke stated he would strive to work with the SFHSS team to continue to negotiate these UHC fees downward in future years.

PUBLIC COMMENT: None.

Action Taken: The Health Service Board unanimously approved

1) The 2021 UHC base ASO fee increase at 2.0% from the 2020 ASO fee.

and

2) The total Expense PEPM figure for the 2021 City Plan active employee and early retiree rating illustrated on the prior page, which represents a 3.5% increase over the 2020 total Expense PEPM figure.

BREAK: 2:25 pm – Meeting Resumed at 2:35 pm with Agenda Items 21 and 22

15. BLUE SHIELD OF CALIFORNIA FLEX-FUNDED NON-MEDICARE CLAIMS EXPERIENCE PRESENTATION: (Discussion) **This item was called out of order at 2:56 pm after item 24 on this agenda**

The Blue Shield of California Flex-Funded Non-Medicare Claims Experience presentation is located on the SFHSS website at: <https://bit.ly/2R0ogn8>

Mike Clarke, Aon, presented the Blue Shield of California’s Flex-Funded Non-Medicare Claims Experience slides to the Board. The content included:

- BSC 2019 Flex-Funded HMO Plan Experience
- BSC Flex-Funded Plan Experience – Overview
- BSC Flex-Funded Plan Experience – Details for Both Plans

Commissioner Lim asked what “drives the paid-loss ratio.” Mr. Clarke stated that if the SFHSS team and the Board could look back at the Rates and Benefits Board meetings of 2018, Aon presented a total BSC plan rate increase for plan year 2019 of approximately 9%. Mr. Clarke stated that this increase took place after a pretty low increase for 2018 (rates) with the introduction of Trio (plan). Mr. Clark explained that a higher increase was warranted based on recent plan experience. Thus, even though the 7% overall experience increase is consistent with the trend, what created this favorable loss ratio was the overall increase in the premiums from 2018 to 2019.

President Breslin asked if the premiums will decrease for the 2021 plan year. Mr. Clarke noted that after the approximate 9% increase in BSC plan rates from 2018 to 2019, the overall BSC plan rate increase from 2019 to 2020 was much lower at about 2% increase. Mr. Clarke stated that he and his team would be using the 2019 BSC plan experience presented today to plan the rating forecasts for Plan Year 2021.

President Breslin asked how SFHSS or the Aon team monitor the level of care the SFHSS members receive with the increasing or decreasing costs members are incurring. Executive Director Yant stated that the SFHSS Leadership team did create an audit plan that would include 2020 audits. SFHSS will be auditing high-cost claims this year for Blue Shield. Executive Director Yant noted that the two data points presented to the Board today do not create a trend, but these numbers are alarming. Executive Director Yant stated that SFHSS is obligated to do an audit on high-cost claims and then consider how each plan is managing these highly complex cases.

PUBLIC COMMENT: None.

16. REVIEW AND APPROVE BLUE SHIELD OF CALIFORNIA FLEX-FUNDED RATE STABILIZATION RESERVE PRESENTATION: (Action)

The Blue Shield of California Flex-Funded Rate Stabilization Reserve Presentation is located on the SFHSS website at: <https://bit.ly/39pKjtG>

Mike Clarke, Aon, presented the Blue Shield of California Flex-Funded Rate Stabilization reserve to the Board. The presentation included the following content:

- BSC HMO Plan Stabilization Reserve
- BSC HMO Plan 2019 Experience Reconciliation
- Aon Recommendation

The Board had no comments or questions regarding this item.

PUBLIC COMMENT: None.

Action Taken: The Health Service Board unanimously approved the BSC flex-funded rate stabilization reserve and to apply one-third of the surplus (\$2,562,000), per Policy, as a total cost rate buy-down across the BSC Access+ and Trio plans for the 2021 plan year.

REGULAR BOARD MEETING MATTERS

17. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES: (Discussion)

1145 MARKET STREET 3RD FLOOR, SAN FRANCISCO, CA 94102

PUBLIC COMMENT:

Mike Clarke, Aon, stated that on March 9, 2020, Aon announced its intent to combine with Willis Towers Watson, a worldwide consulting and risk management organization. Aon expects that it will take approximately 12 to 18 months for the transaction to finalize, and this proposed action requires regulatory approval from many countries around the world. Mr. Clarke stated that for all available information on this planned integration, please reference the Aon website at www.aon.com.

Denise Rodriguez, Kaiser Permanente, announced that Kaiser Permanente is partnering with the National Institute on Health to begin a clinical trial for COVID-19 vaccines. Kaiser is also collaborating with the CDC to strengthen the U.S. public health infrastructure and respond to the systems to stop the spread of COVID-19. Ms. Rodriguez shared all the member supportive services that Kaiser is offering to the SFHSS membership, including telemedicine and onsite/drive up COVID-19 testing Ms. Rodriguez encouraged members to visit the KP.org website for the most updated information.

Commissioner Lim stated that the drive up testing is only available to Kaiser members, not all SFHSS members. Ms. Rodriguez agreed that this point is accurately stated, the drive up tests are being administered to the Kaiser members upon order of a Kaiser provider.

Debbie McConathy, Kaiser Permanente, shared that Kaiser Permanente and SFHSS collaborated on a study called, "Comparative Effectiveness of Type 2 Diabetes: Prevention Lifestyle Programs in the Workplace." Ms. McConathy noted that once the final report is produced with all the results and outcomes, she or a colleague will present the report to the Board.

Paul Brown, Blue Shield of California, stated that Blue Shield is removing all copays related to COVID-19 office visits at outpatient locations, emergency rooms, and for any inpatient care. Mr. Brown noted that Blue Shield is also eliminating any utilization management levers that may have been initiated for an inpatient or an outpatient stays.

18. OPPORTUNITY FOR THE PUBLIC TO COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION:
(Discussion)

PUBLIC COMMENT:

Ms. Sylvia Johnson commented on the current COVID-19 situation and the medical plan's response that her friend had experienced when navigating the services. This person noted that she was grateful for all the work SFHSS is doing.

19. OPPORTUNITY TO PLACE ITEMS WITHIN THE BOARD'S JURISDICTION ON FUTURE AGENDAS:
(Discussion)

PUBLIC COMMENT: None.

GOVERNANCE COMMITTEE MATTERS

20. REVIEW THE SFHSS AUDIT POLICY AND APPROVE THE AUDIT PLAN FOR CALENDAR YEAR 2020:
(ACTION)

The Audit Policy is located on the SFHSS website at: <https://bit.ly/2ydTYqe>

The Audit Policy Schedule is located on the SFHSS website at: <https://bit.ly/2QTARIA>

Abbie Yant, Executive Director, presented the Audit policy and the Audit Schedule to the Board. Executive Director Yant explained that the policy has been active since January 1, 2020, and that today, SFHSS Leadership is asking for the Board to approve the Audit Schedule as presented Executive Director Yant shared that some of the audits listed on the schedule are done routinely by SFHSS staff, and that the Aon Actuarial Services will support some of the audit work. Please review the Audit Schedule to see a detailed list of routine audits and audits support by Aon.

President Breslin asked where the funding for the audits is generated. Executive Director Yant explained that the funds had been budgeted for each of the Aon supported audits for Plan Year 2020.

PUBLIC COMMENT: None.

Action Taken: The Health Service Board unanimously approved the SFHSS Audit Schedule for Plan Year 2020.

21. VOTE ON WHETHER TO HOLD CLOSED SESSION FOR PUBLIC EMPLOYEE PERFORMANCE

EVALUATION REPORT- SFHSS EXECUTIVE DIRECTOR: (Action) **This item was called out of order after item 14 was completed, and began at 2:45 pm*

Action Taken: The Health Service Board unanimously approved the Closed Session for the initiation of the Public Employee Performance Evaluation- SFHSS Executive Director.

Government Code Section 54957(b)(1) and San Francisco Administrative Code Section 67.10(b): Public Employee Performance Evaluation

22. PUBLIC EMPLOYEE PERFORMANCE EVALUATION: (Action) **This item was called out of order at 2:46 pm**

PUBLIC COMMENT: None.

Action Taken: The Health Service Board unanimously approved the report of the Public Employee Performance Evaluation- SFHSS Executive Director.

RECONVENE IN OPEN SESSION

23. POSSIBLE REPORT ON ACTION TAKEN IN CLOSED SESSION REGARDING EMPLOYEE EVALUATION: (Action) **This item was called out of order at 2:55 pm**

PUBLIC COMMENT: None.

Action Taken: The Health Service Board unanimously agreed not to report any activity that took place during the closed session regarding the SFHSS Annual Performance Evaluation Report for the SFHSS Executive Director.

24. VOTE TO ELECT WHETHER TO DISCLOSE ANY OR ALL DISCUSSION HELD IN CLOSED SESSION REGARDING THE PUBLIC EMPLOYEE PERFORMANCE EVALUATION: (Action) **This item was called out of order at 2:56 pm**

PUBLIC COMMENT: None.

Action Taken: The Health Service Board unanimously approved to not disclose any or all of the discussion that took place during closed session regarding the Public Employee Performance Evaluation.

25. ADJOURNMENT: 3:30 pm

Summary of Health Service Board Rules Regarding Public Comment

- Speakers are urged to fill out a speaker card in advance but may remain anonymous if so desired.
- A member of the public has up to three (3) minutes to make pertinent public comments 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.

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.

Knowing Your Rights Under the Sunshine Ordinance

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 (415) 554-1727 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.

Health Service Board telephone number: (415) 554-0662