



HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

Randy Scott
President

Mary Hao
Vice President

Karen Breslin
Commissioner

Chris Canning
Commissioner

Stephen Follansbee, M.D
Commissioner

Claire Zvanski
Commissioner

Abbie Yant, MA, RN
Executive Director
Health Service System

Holly Lopez
Executive Secretary

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HEALTH SERVICE BOARD

NOTICE AND REGULAR MEETING AGENDA

Thursday, March 23, 2023, 1:00 pm
City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

and

VIRTUAL PRESENTATION BY SFGOV TV and Webex

Remote Meeting Access

The Health Service Board welcomes public participation during public comment periods. There will be an opportunity for general public comment at the beginning of the meeting, and there will be an opportunity to comment on each discussion or action item on the agenda. Each comment is limited to 3 minutes. For those attending remotely, the Commission will hear up to 30 minutes of remote public comment total for each agenda item. Remote public comment from people who have received an accommodation due to disability will not count toward the 30-minute limit.

Watch at 1:00 pm on March 23, 2022 (via [SFGovTV schedule](#))

Click the link to join the meeting – [March 23, 2023 HSB WebEx link](#)

Public Comment Call-In: 415-655-0001 / **Access Code:** 2596 520 4153 **Webinar Password:** 1145

Providing Public Comment:

1. Dial **415-655-0001** and then enter access code 2596 520 4153 then #
2. Enter the Webinar Password: 1145
3. **Press #** again to enter the meeting as an ATTENDEE
4. You will hear a beep when you join the meeting as a participant.
 - a. Stop and LISTEN
 - b. Wait for Public Comment to be announced.
5. When Public Comment is called, dial * then **3** to be added to the speaker line.
6. You will then hear “You have raised your hand to ask a question, please wait to speak until the host calls on you.” Callers will hear silence when waiting for their turn to speak.
7. To withdraw your question, press * then **3**. – you will hear: “You have lowered your hand.”
8. When the system message says “Your line has been unmuted” - **THIS IS YOUR TIME TO SPEAK.**
9. When the President or Commission Secretary states “Welcome Caller,” you are encouraged to state your name clearly. As soon as you speak, you will have **3 minutes** to provide your comments.
10. Once your 3 minutes have expired, you will be moved out of the speaker line and back as a participant in the meeting. You will hear “Your line has been muted.”
11. Participants who wish to speak on other public comment periods can stay on the meeting line and listen for the next public comment opportunity.

Best Practices when calling in for Public Comment:

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole, do not address individual Commissioners

Written Public Comment

Persons unable to attend the meeting may submit written public comments regarding an agenda item. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. Written public comments expected to be part of the official record should be submitted to the Board email, health.service.board@sfgov.org, and **received by 5 pm on Wednesday, March 22, 2023** before the meeting. Members can also call 628-652-4646 with any questions.

All comments received by the deadline will be forwarded to Board members, summarized and read aloud by the Board Secretary during the specific agenda item, and included in the meeting minutes. In the body of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

1. **CALL TO ORDER:**

2. **ROLL CALL:**

President Randy Scott-
Vice President Mary Hao-
Commissioner Karen Breslin-
Commissioner Chris Canning-
Commissioner Stephen Follansbee, M.D.-
Commissioner Claire Zvanski-

3. **GENERAL PUBLIC COMMENT – An opportunity for members of the public to comment on any matter within the Board’s jurisdiction that is not on the agenda, including requesting that the Board place a matter on a future agenda.**

PUBLIC COMMENT:

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

Presented by President Scott

DOCUMENTS ATTACHED:

February 6, 2023, HSB Finance and Budget Committee Meeting Minutes to be Approved
February 6, 2023, HSB Governance Meeting Minutes to be Approved
February 9, 2023, HSB Regular Meeting Minutes to be Approved

PUBLIC COMMENT:

ACTION:

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

Presented by President Scott

DOCUMENTS ATTACHED: No written report.

PUBLIC COMMENT:

6. **DIRECTOR’S REPORT: (Discussion)**

Presented by Abbie Yant, SFHSS Executive Director

DOCUMENTS ATTACHED: March 23, 2023, Director’s Report

PUBLIC COMMENT:

7. **SFHSS FINANCIAL REPORT AS OF JANUARY 31, 2023: (Discussion)**

Presented by Iftikhar Hussain, SFHSS Chief Financial Officer

DOCUMENTS ATTACHED:

SFHSS Financial Reporting as of January 31, 2023, Memo
SFHSS Financial Reporting as of January 31, 2023, Presentation

PUBLIC COMMENT:

Rates and Benefits

8. PRESENTATION ON THE 2023 RATES AND BENEFITS CALENDAR FOR THE PLAN YEAR 2024 (Discussion)

Presented by Abbie Yant, Executive Director

DOCUMENTS ATTACHED: Rates and Benefits Calendar Schedule for Plan Year 2024

PUBLIC COMMENT:

9. REVIEW AND APPROVE 10-COUNTY SURVEY RESULTS FOR PLAN YEAR 2024: (Action)

Presented by Iftikhar Hussain, SFHSS Chief Financial Officer

DOCUMENTS ATTACHED:

10-County Survey Results for Plan Year 2024 and Presentation

STAFF RECOMMENDATION: Approve the 10-County Survey Results for Plan Year 2024

PUBLIC COMMENT:

ACTION:

10. REVIEW BLUE SHIELD OF CALIFORNIA FLEX-FUNDED NON-MEDICARE HMO PLANS 2022 CLAIMS AND UTILIZATION EXPERIENCE AND APPROVE THE USE OF ONE-THIRD OF THE STABILIZATION RESERVE SURPLUS AS OF DECEMBER 31, 2022: (Action)

Presented by Mike Clarke, Aon

DOCUMENTS ATTACHED: BSC Flex-Funded Non-Medicare HMO Plans 2022 Experience and Rate Stabilization

STAFF RECOMMENDATION: Approve the Blue Shield of California Flex-Funded Non-Medicare HMO Plans 2022 Claims and Utilization Experience and Approve the Use of One-Third of the Stabilization Reserve Surplus as of December 31, 2022

PUBLIC COMMENT:

ACTION:

11. HEALTH NET CANOPYCARE FLEX-FUNDED NON-MEDICARE HMO PLAN 2022 CLAIMS AND UTILIZATION EXPERIENCE AND APPROVE THE USE OF ONE-THIRD OF THE STABILIZATION RESERVE SURPLUS AS OF DECEMBER 31, 2022: (Action)

Presented by Mike Clarke, Aon

DOCUMENTS ATTACHED: Health Net CanopyCare Flex-Funded Non-Medicare HMO Plan 2022 Experience and Rate Stabilization

STAFF RECOMMENDATION: Health Net CanopyCare Flex-Funded Non-Medicare HMO Plan 2022 Claims and Utilization Experience and Approve the Use of One-Third of the Stabilization Reserve Surplus as of December 31, 2022

PUBLIC COMMENT:

ACTION:

12. REVIEW DELTA DENTAL OF CALIFORNIA (DELTA DENTAL) SELF-FUNDED ACTIVE EMPLOYEE PPO PLAN 2022 CLAIMS AND UTILIZATION EXPERIENCE AND APPROVE ONE-TIME SUSPENSION OF THE STABILIZATION POLICY AND APPROVE THE USE OF ONE-HALF OF THE STABILIZATION RESERVE SURPLUS AS OF DECEMBER 31, 2022: (Action)

Presented by Mike Clarke, Aon

DOCUMENTS ATTACHED: Delta Dental Active EE PPO Experience and Rate Stabilization Reserve

STAFF RECOMMENDATION: Delta Dental of California (Delta Dental) Self-Funded Active Employee PPO Plan 2022 Claims & Utilization Experience and Approve One-Time Suspension of the Stabilization Policy and Approve the Use of One-Half of the Stabilization Reserve Surplus as of December 31, 2022

PUBLIC COMMENT:

ACTION:

REGULAR BOARD MEETING MATTERS

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

PUBLIC COMMENT:

GOVERNANCE COMMITTEE MATTERS

14. VOTE ON WHETHER TO HOLD CLOSED SESSION TO REVIEW AND APPROVE 2020 ANNUAL EMPLOYEE PERFORMANCE EVALUATION DRAFT REPORT: (Action)

Presented by Governance Committee Chair Follansbee

PUBLIC COMMENT:

ACTION:

CONVENE IN CLOSED SESSION

GOVERNMENT CODE SECTION 54957 (B)(1) AND SAN FRANCISCO ADMINISTRATIVE CODE 67.10(B): PUBLIC EMPLOYEE PERFORMANCE EVALUATION

15. REVIEW AND APPROVE THE 2022 ANNUAL EMPLOYEE PERFORMANCE EVALUATION DRAFT REPORT: (Action)

Presented by Governance Committee Chair Follansbee

Employee and Position: Abbie Yant, SFHSS Executive Director

DOCUMENTS ATTACHED: 2022 Annual Employee Performance Evaluation Report

PUBLIC COMMENT:

ACTION:

RECONVENE FROM CLOSED SESSION

16. POSSIBLE REPORT ON ACTION TAKEN IN CLOSED SESSION (Government Code Section 54957.1 and San Francisco Administrative Code Section 67.12(b) (Action):

Presented by Governance Committee Chair Follansbee

PUBLIC COMMENT:

ACTION:

17. VOTE TO ELECT WHETHER TO DISCLOSE ANY OR DISCUSSION HELD IN CLOSED SESSION: (San Francisco Administrative Code Section 67.12(a)) (Action):

Presented by Governance Committee Chair Follansbee

PUBLIC COMMENT:

ACTION:

REGULAR BOARD MEETING MATTERS

18. ADJOURNMENT:

Summary of Health Service Board Rules Regarding Public Comment

1. There will be an opportunity for general public comment at the beginning of the meeting, and there will be an opportunity to comment on each discussion or action item on the agenda.
2. A member may comment on any matter within the Board's jurisdiction as designated on the agenda.
3. A member of the public has up to three (3) minutes to make pertinent public comments.
4. Public Comment can be given in-person, remotely, or written.
5. Members may submit their comments by email to health.service.board@sfgov.org by 5 pm the day before the meeting start time. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. All comments received by the deadline will be forwarded to Board members, summarized and read aloud by the Board Secretary during the specific agenda item, and included in the meeting minutes. In the subject line of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.
6. For those attending remotely, the Commission will hear up to 30 minutes of remote public comment total for each agenda item. Remote public comment from people who have received an accommodation due to disability will not count toward the 30-minute limit.

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>.

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 outlined in Chapter 67A of the San Francisco Administrative Code.

Disability Access and Accommodation

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 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. To obtain a disability-related modification or accommodation, including auxiliary aids or services, to participate in the meeting, please contact Holly Lopez, at 628-652-4646 at least 48 hours before the meeting, except for Monday meetings, for which the deadline is 4:00 pm the previous Friday.

City Hall Room 416 is wheelchair accessible. This meeting will be broadcast and captioned on SFGovTV. Remote public participation is available upon request for individuals who cannot attend in person due to disability. Making a request to participate remotely no later than one (1) hour prior to the start of the meeting helps ensure the availability of the meeting link. Sign Language Interpretation is also available upon request. If requesting remote Sign Language Interpretation, please submit an accommodation request a minimum of 4 business hours prior to the start of the meeting. Allowing a minimum of 48 business hours for all other accommodation requests (for example, for other auxiliary aids and services) helps ensure availability. To request an accommodation, please contact Holly Lopez, holly.lopez@sfgov.org 628-652-4646.

To access the meeting remotely as an accommodation, please use [March 23, 2023 HSB Webex Link](#) or call 415-655-0001. Please find instructions at the beginning of this agenda for how to use WebEx for the purposes of remote public comment.

Sensitivity to Chemical-based Products

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.

Location of Materials

If any materials related to an item on this agenda have been distributed to the Health Service Board after the 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 Holly Lopez at 628-652-4646 or email holly.lopez@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: 628-652-4646

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.