

**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

**MEMORANDUM**

**DATE:** March 2, 2017  
**TO:** Randy Scott, President, and Members of the Health Service Board  
**FROM:** Catherine Dodd PhD, RN  
Director HSS  
**RE:** February 3 to March 2, 2017 Board Report

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**HSS Personnel**

- Only one Benefits Analyst position remains open at this time! (after March 14 the Director position will be open)
- We continue to keep two positions open for salary savings.

**Operations**

- February inbound calls increased 11% over 2016 and speed to answer increased 6.7%; only 53 calls were abandoned. Nearly 500 delinquency notices were sent and 119 of those members were ultimately terminated.
- Staffing for Operations; Michael C Johnson, 1210 PCS started on 2/13/2017 from Contra Costa County; Jacqueline Warrington, 1210 TEX, slated to start 3/13/2017 from HSA; one vacant 1209 position to be held open.
- Call volume was up in February due to inclement weather and decreased office visits, as well as, questions regarding 1095s since the deadline was extended to March 2<sup>nd</sup> this year.
- All OE applications were scanned into the Enterprise Content Management (ECM) by 2/28/2017. QC and linking to be complete by 3/6/2017.
- Half of member files (420 banker boxes) have been scanned and are currently being imported into the ECM.

**Data Analytics**

- Generated 53,281 IRS Form 1095-C. Completed distribution by IRS filing deadline. IRS had changed some of the rules for the tax year which required HSS to still undergo a full development life cycle of documenting the specifications, coding the changes, conducting user acceptance testing and then migrating the program into our production environment before we could even generate the forms. The SFHSS admin team, specifically Malika Alim under the direction of Seretha Gallaread, ensured all 36,122 forms for active City and County employees were hand distributed thereby reducing mailing expenses

- Five percent (5%) of member files have now been digitized and imported into the Enterprise Content Management (ECM) system. A few modifications were made with this first production run and the process is expected to move smoothly from this point forward with weekly uploads continuing for approximately 3 months.
- The Data Analytics team continues to be impacted by numerous system modifications required for the 2017 plan year and the offering of split carrier enrollment. Last month and this month some manual remediation was made to help business move forward seamlessly but ongoing work continues to ensure all programs are functioning correctly.

### **Finance and Accounting**

- SFHSS Finance was recognized for our contribution to the Financial System Replacement Project (F\$P) for providing solutions for outreach to over 50,000 vendors that do business with the City over the last 2.5 years. The solutions provided by the Contracts and Accounting staff were implemented by the Controller's Office that allowed vendors to proactively receive information via existing communication channels and avoided overwhelming the new SFCityPartners.sfgov.org vendor portal.
- Submitted the General Fund Administration Budget for FY 2017-2018 and FY 2018-2019 to the Mayor's Office and the Controller's Office.

### **Contracting and Vendor Management.**

- Released the RFP for the website project.
- Executed the following Agreements:
  - Lab Communications ( D.B.A. Citizen Group) for Well-being campaign services
  - First Amendment to the Agreement with Fidelity National Technology Imaging LLC (FNTI) for Enhance Quality Control for digital imaging services
  - Vision Services Plan (VSP) five (5) year Agreement for Vision Insurance Services

### **Communications**

#### **Operations**

- Completed the Design & Layout of 10-County Survey
- Designed New Voluntary Benefits Information Sheet

#### **Well-Being Projects:**

- Assisted with the release of Well-Being's new campaign: "Be Better Every Day."
- Completed the design and layout of the following flyers and information sheets for the Wellness Center events:
  - Food cooking demonstration with a chef on preparing Heart Healthy Food
  - The Healthy Weight Program
  - Go Red - American Heart Association campaign for Heart Health
  - Biometric screening
  - Pregnancy and lactation information sheet

- Web stats: 13,705 unique visitors in February out of 18,450 delivered and 14,342 opened. These are great statistics!!!!

### **Well-being**

- San Francisco Health Service System's Well-Being program was an award finalist for the 2017 Healthy Enterprise Health Management and Performance Award from IBI. The nomination described the formation and accomplishments of the SFHSS Well-Being during the first three years.
- Launched the new [myhss.org/well-being](http://myhss.org/well-being) webpages which showcase the new tagline Better Every Day, the new Well-Being mission, and the three areas of focus: Live Healthy, Feel Good, and Get Care.
- Two new online calendars have replaced the former Wellness Center calendar. The group exercise calendar not only showcases the classes at the Wellness Center and City Hall, but also any no cost classes offered to employees across the City. The special events calendar does the same thing for events like screenings, seminars, and coaching days.
- 79 Champions attended 10 trainings about the Well-Being@Work framework.
- Champions hosted 11 onsite events at their work locations in February. This included the launch of two new Healthy Weight Programs.
- EAP provided counseling to 61 clients in February. Participation in counseling so far in 2017 compared to 2016 represents a 25% increase in the number of hours and a 28% increase in the number of people counseled.
- EAP provided 31 organizational well-being services to 248 people in February. The majority of services were organizational consultations and trainings. The majority of people served attended trainings and orientations.

### **Directors Meetings/Presentations/Misc.**

- Met weekly with Aon Hewitt
- Participated in Kaiser Permanente Utilization Review meeting
- Met with SimpleTherapy to discuss possible benefit offering
- Met with Well-being program sponsors: Controller, DHR, Mayor's office and Wellness manager
- Attended Adaptive Business Leaders in Health Meeting
- Presented testimony at joint Planning and Health Commission meeting on progress (or lack thereof) related to the Development Agreement and actuarial analysis of whether the Sutter CPMC rates have exceeded 5%
- Met with City Attorney re: investment policy and worked with CFO on policy
- Met with ITS to develop action plans from Engagement Survey

- Participated in California Quality Collaborative
- Attended Health Affairs/Integrated Benefits Institute presentation on health, wellness, presenteeism
- Met with Supervisor Farrell's Legislative aide re: Healthy Workplaces
- Participated in Brown & Toland ACO quarterly review
- Met with Mayor's policy and budget staff
- Along with Research Assistant Lee Hagy, prepared two bills for consideration by State Legislative Committee (attached)
- Participated in highly successful Wellness Champions celebration. DHR Director Micki Callahan and Controller Ben Rosenfield attended
- Met with UHC representatives re: Palliative Care
- Worked with William Kudenov, Michael Visconti and Lee Hagy on Gender Dysphoria presentation
- Met with DPH SF Health Network re: contracting with Zuckerberg SFGH for Blue Shield and UnitedHealthcare
- Attended Department Head meeting focused on Wellness
- Met with Controller re: Dependent Verification Audit
- Will speak at major national conference on ACOs on March 9
- Received commendation from Commission on Status of Women
- Received commendation from Civil Service Commission
- Received commendation from Board of Supervisors
- Will turn 61 and retire on March 14. It's been a privilege to serve the members of the Health Service System

**Federal Update summarized by Lee Hagy Research Asst.  
Secretary Price Confirmation**

In a middle-of-the-night vote on February 10, 2017, the U.S. Senate voted along party lines by a vote of 52 to 47 to confirm the Hon. Rep. Tom Price as the U.S. Secretary of the Department of Health and Human Services. (Barrett, CNN, Feb. 10 2017). Senate Democrats previously delayed a vote on the confirmation after hours of testimony about those who benefitted from the Patient Protection and Affordable Care Act (ACA). Price has vowed to scale back much of the federal government's role in health care in favor of a free-market framework built on privatization, more flexibility for states, and tax code changes including a cap on the employee tax exclusion for employer-provided coverage.

## **Center for Medicare and Medicaid Services (CMS) Administrator Nomination – Seema Verma**

On Thursday, March 2, 2017, the U.S. Senate Finance Committee voted 13-12 along party lines to advance the nomination of Seema Verma to head the Centers for Medicare and Medicaid Services. Ms. Verma previously faced the Senate Committee on Finance for a lengthy hearing in which she emphasized reducing complexities of CMS rules and regulations, and putting decisions in the hands of doctors and patients. A vote on her nomination in the full Senate will be forthcoming shortly. Ms. Verma previously founded and served as the CEO of SCV, Inc., a national health policy consulting company instrumental in advising states expanding under Medicaid, including Vice President Mike Pence’s home state of Indiana, through the Healthy Indiana 2.0 approach that emphasized high deductible health plans paired with accounts similar to health savings accounts (HSAs). (Leaventhal, Healthcare Informatics, March 2, 2017).

### **Repeal and Replace**

From Health Affairs Blog (March 1, 2017) report: On Tuesday, February 28, 2017, President Trump presented his first address to a joint session of Congress, in which he called on Congress to repeal and replace the ACA “with reforms that expand choice, increase access, lower costs, and at the same time, provide better Healthcare.” There is a great deal of disagreement, however, among Republicans, particularly between ideological conservatives fundamentally opposed to tax increases or credits, and moderates facing pressures in constituent town hall meetings regarding stripping away aspects of the ACA, about how to achieve these goals, with The Washington Post reporting, “Conservative lawmakers, organizations and activists are demanding a swifter and more aggressive remake of the Affordable Care Act than many Republicans are comfortable with, raising questions about whether President Trump and the GOP have the votes to meet their promise to repeal and replace the health-care law” (Weigel and Sullivan, March 2).

It remains to be seen what a Budget Reconciliation bill that is agreed upon by Republicans will look like, however, the President in his address to Congress called for certain reform principles, such as high risk pools to contain costs, including, “ensure that Americans with pre-existing conditions have access to coverage” (with a question remaining over whether that means access to **affordable** coverage), loosening regulatory restrictions, reducing drug prices, and permitting the interstate sale of insurance. (Jost March 1 2017).

### **Cap on the Employer Sponsored Insurance (ESI) tax exclusion for employer-provided coverage**

A preliminary leaked version of a bill being considered to Repeal and Replace the Affordable Care Act contained language on inclusion of excess coverage under Employer Provided Health Coverage, which would, beginning in 2020, cap the amount of health insurance benefits excluded from taxes for employee initially at an amount set to whatever the USDHHS Secretary determines to be the 90th percentile and above from 2019, and then that initial cap would be proposed to be inflated by the Consumer Price Index +2 percentage points in subsequent years. For the determination of benefits both the employer and the

employee contributions to premiums would be taken into account, and any excess amounts of benefits over the cap would be taxed by employees and also increase payroll taxes for the employer.

In February, I met with the Mayor's Office and with the Pacific Business Group on Health's Senior Policy Advisor to advance the Health Service System's position that we need to lobby in opposition to implementing the cap, as it would place an added payroll tax burden on us as the purchaser and also a potential added cost for our members in taxes.

### **Cadillac Tax Repeal**

Previous leaked versions of the Repeal and Replace plans have repealed the Cadillac Tax on employers and it is highly likely that the Budget Reconciliation Bill will also eliminate this element of the Affordable Care Act.

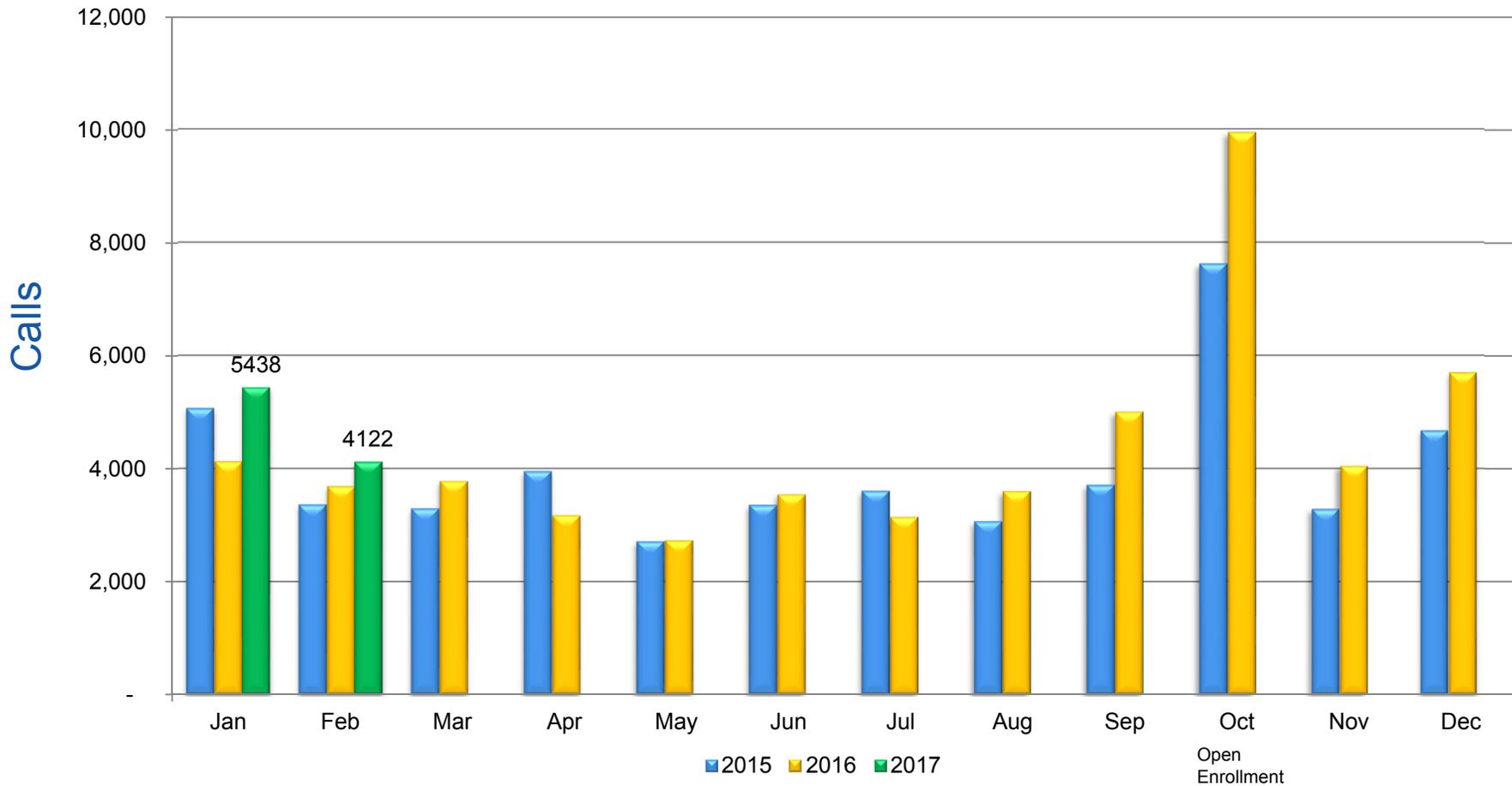
### **Pharma**

While President Trump called in his address to Congress for working "to bring down the artificially high price of drugs and bring them down immediately," he has picked an HHS Secretary who opposed price negotiations, and other ideologically orthodox Republicans to run Medicare and Medicaid, and will likely face heavy pharmaceutical industry lobbying opposition for any efforts to bring down the skyrocketing costs of pharmaceutical drug prices. For HSS alone, specialty drug prices are projected to cause 50% of our costs in 2020.

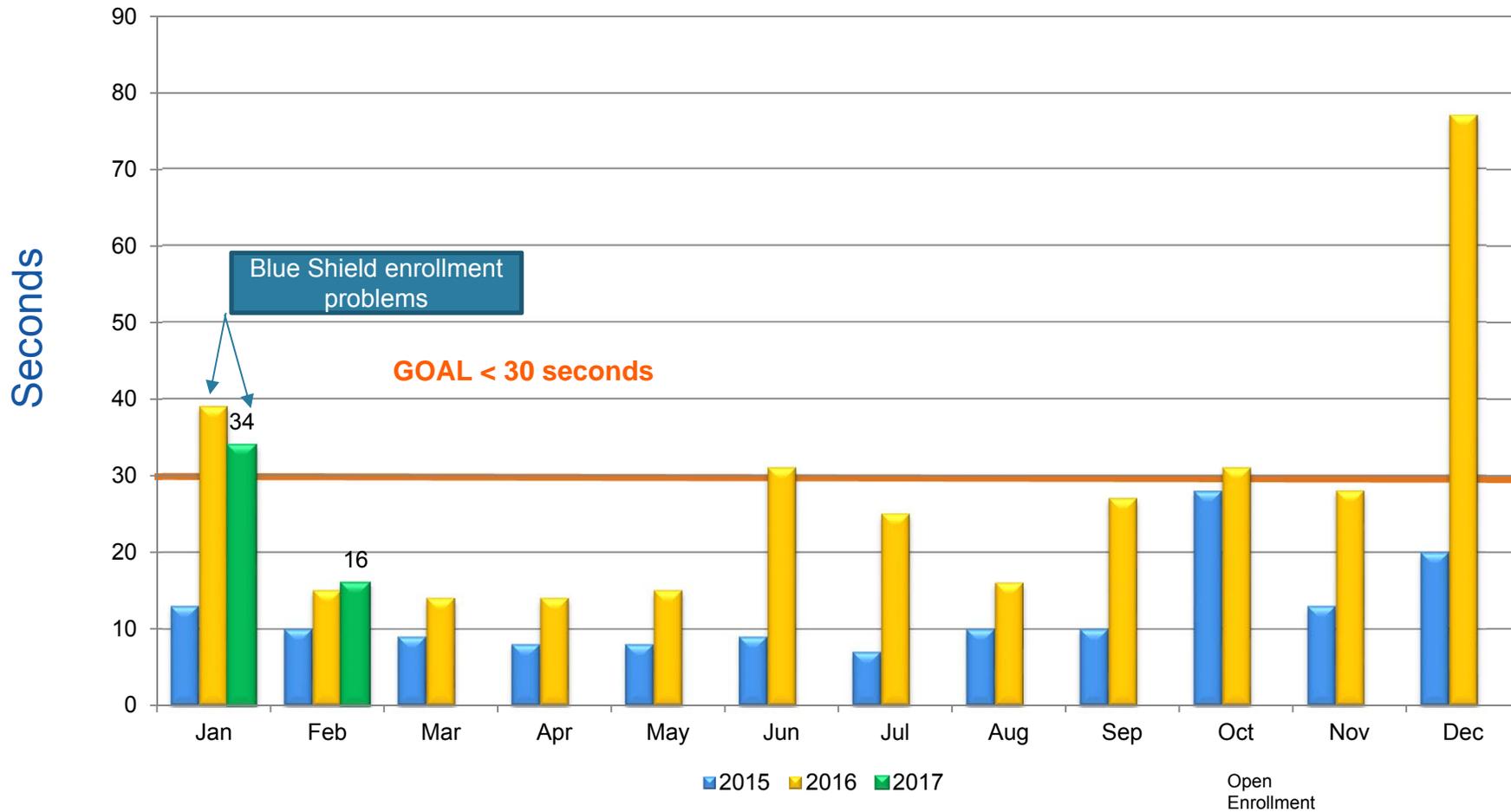
## Calls and Office Visits: February 2017

- Calls and In-person Assistance total:
  - Inbound calls: 4,122 answered calls (11% ↑ from 2016)
  - Speed of answer: 16 seconds (6.7% ↑ from 2016)
  - Abandonment rate: 1.3% (53 Calls)
  - In-person assistance: 1,098 members (3% ↓ from 2016)

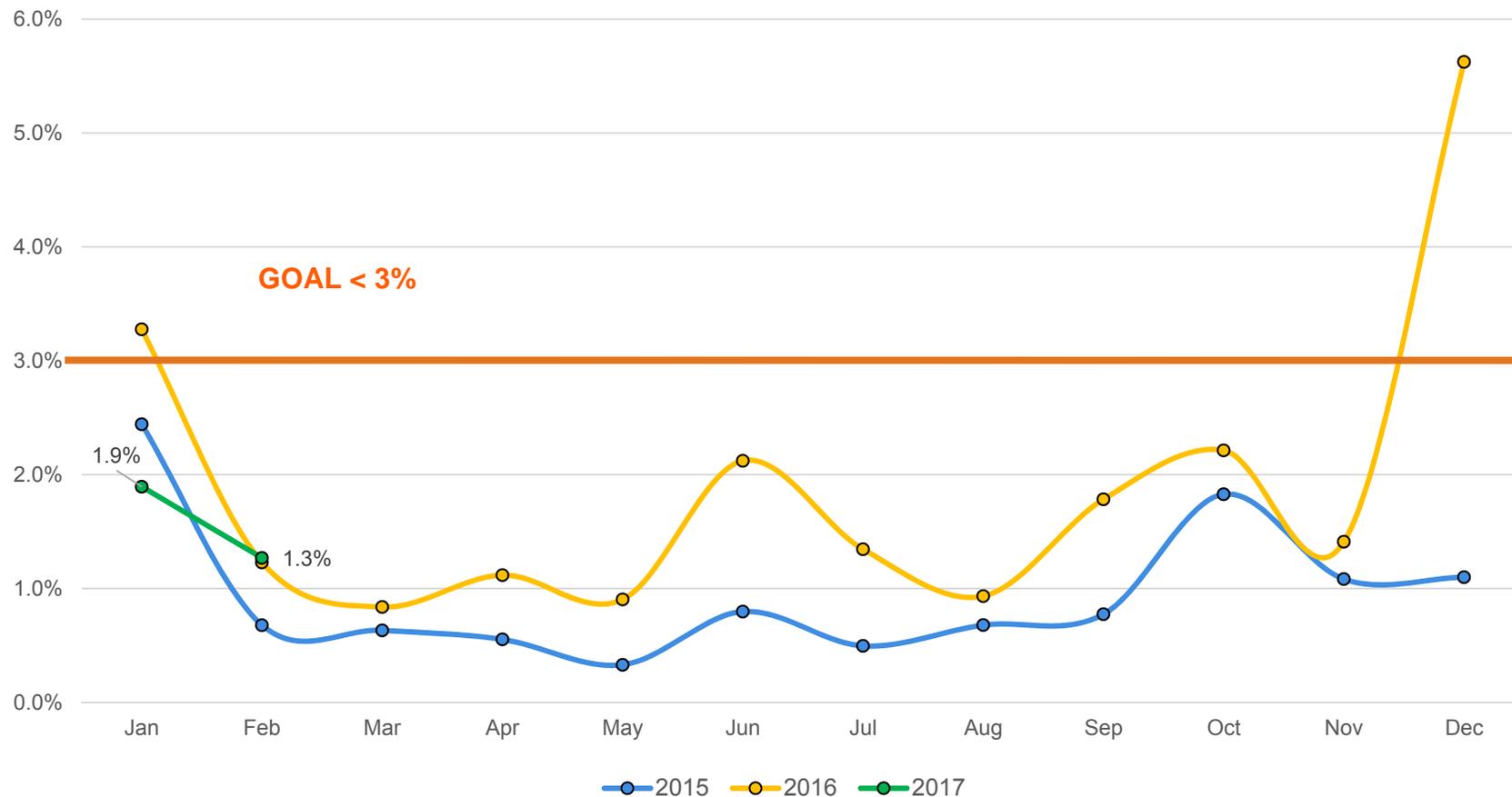
# Inbound Calls: February 2017



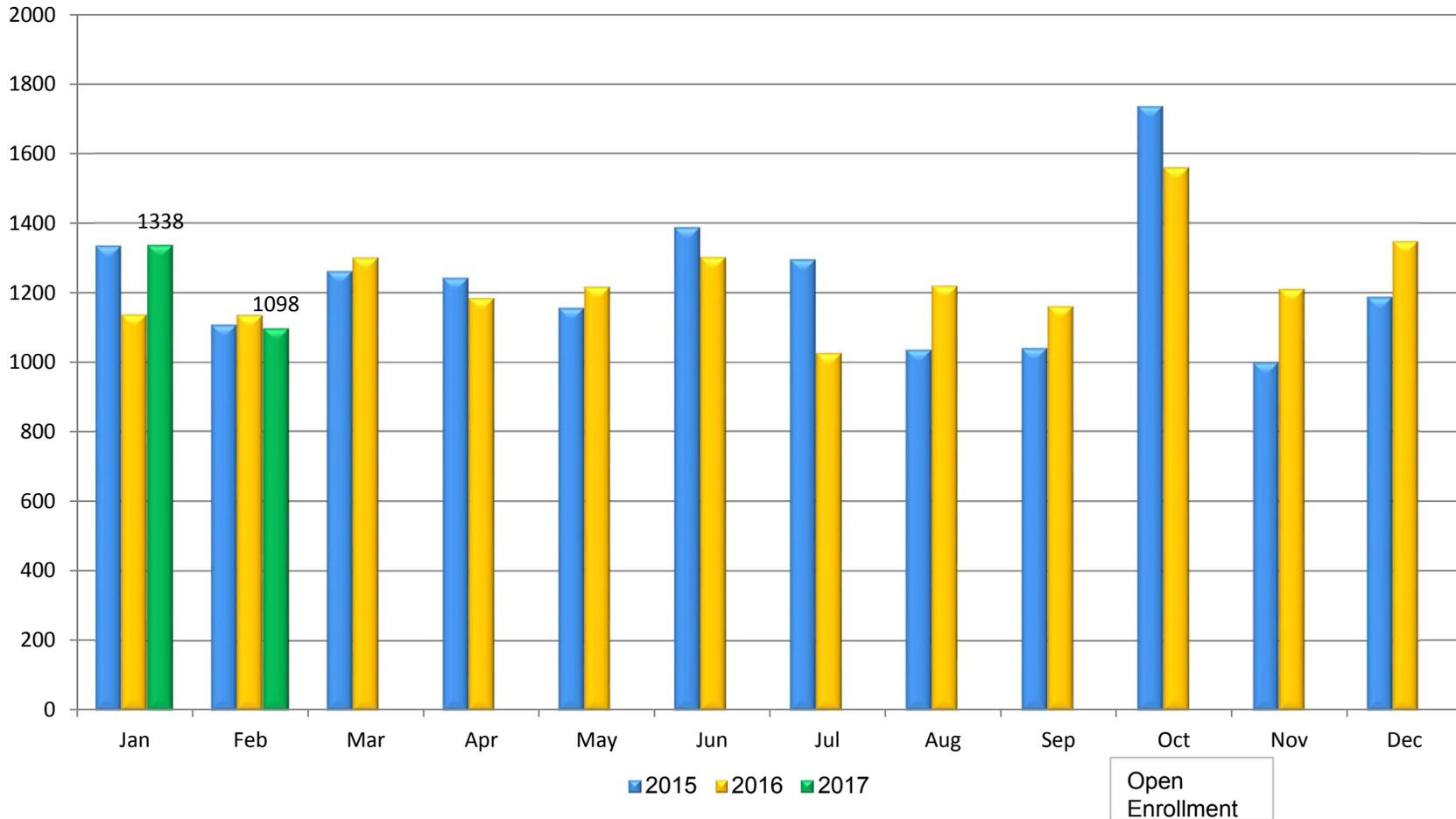
# Call Speed of Answer: February 2017



# Abandonment Rate: February 2017



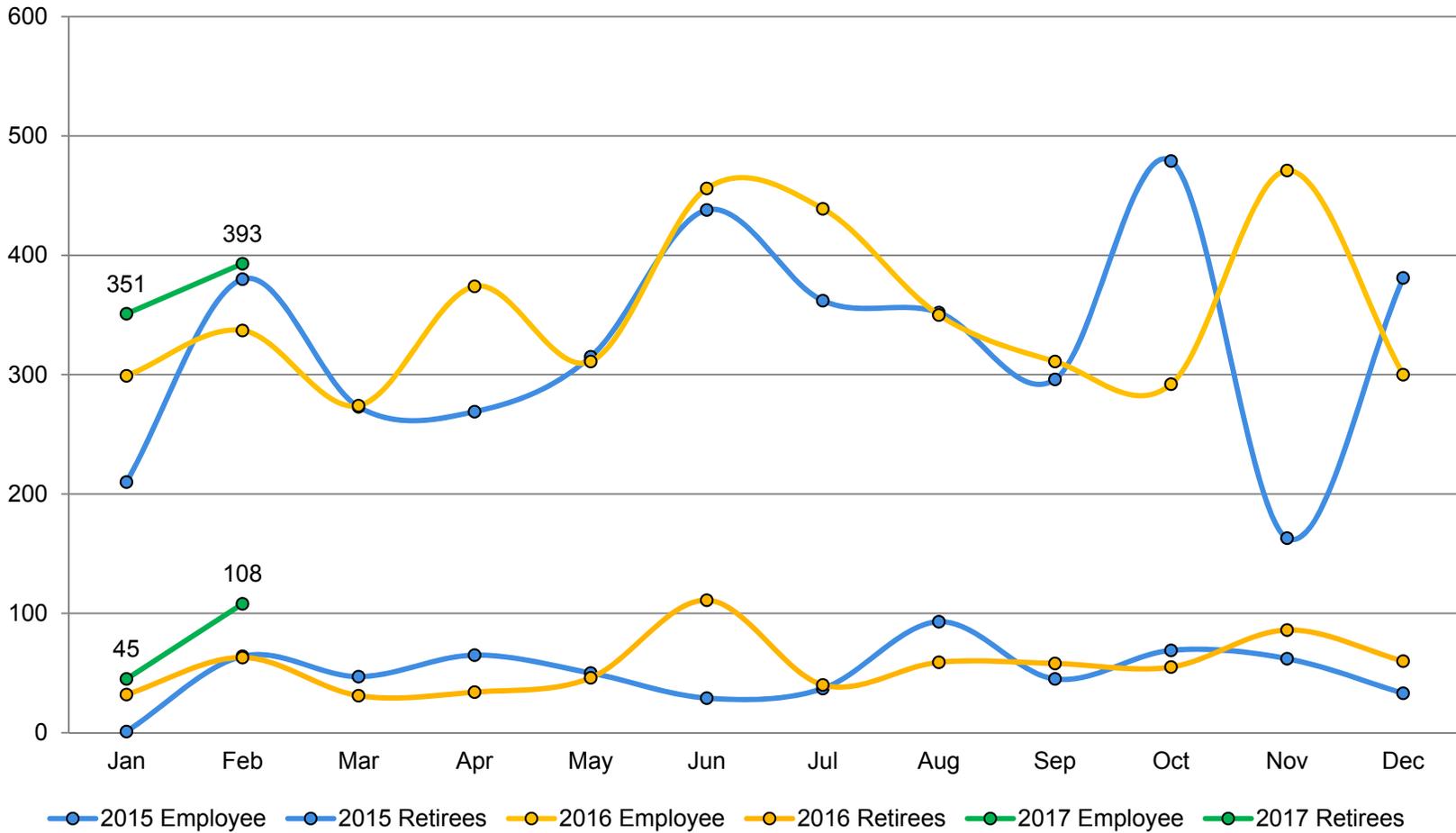
# In-person Assistance: February 2017



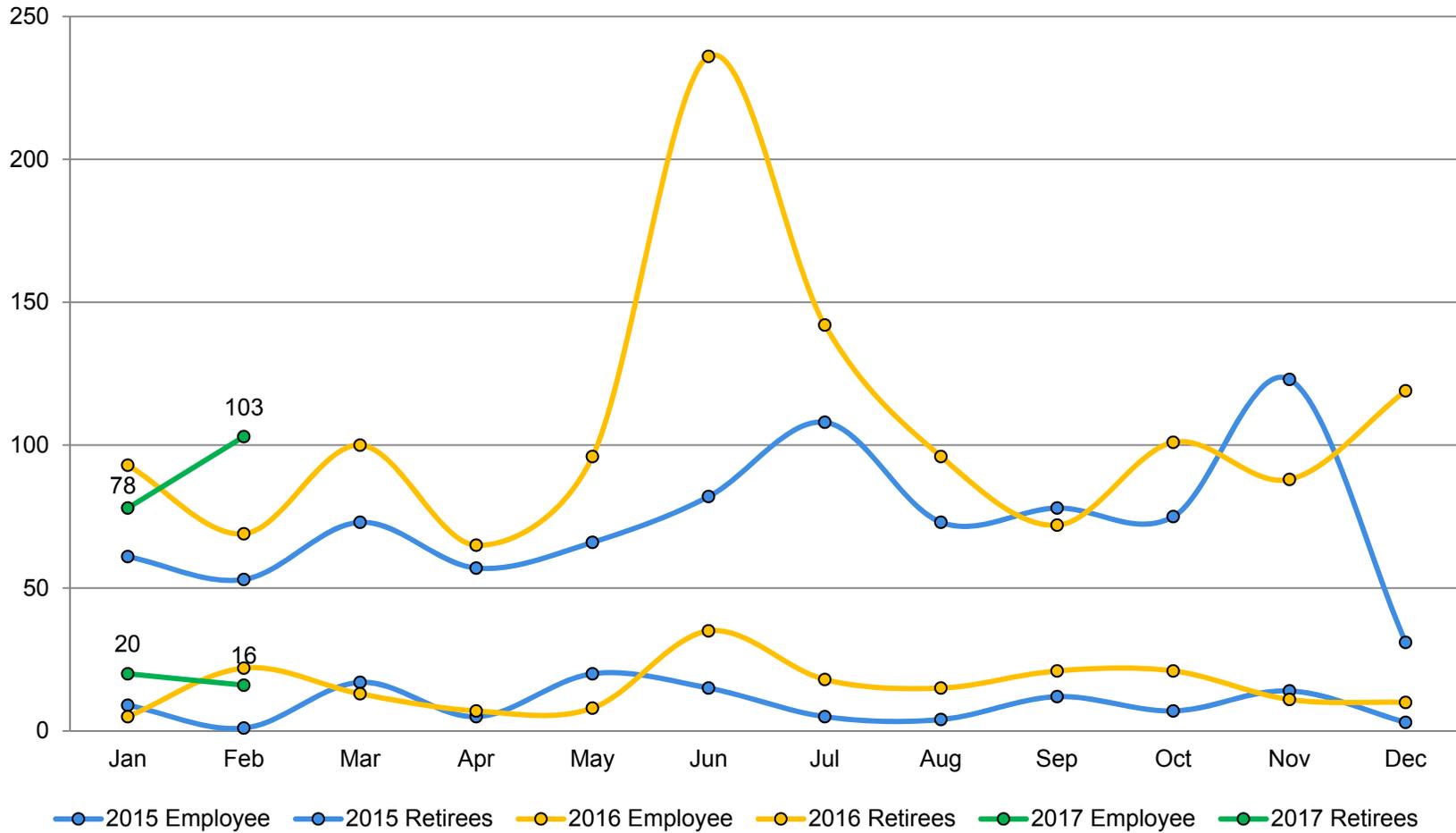
## Delinquencies & Terminations: February 2017

- Delinquency Notices Sent
  - Employees: 393
  - Retirees: 108
- Termination Notices Sent
  - Employees: 103
  - Retirees: 16

# Delinquency Notices: February 2017



# Termination Notices: February 2017



# Data Analytics Management Report

March 09, 2017

## PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

- Continued system remediation from split carrier implementation:
  - SF retirement system (SFR) & CalPers inbound file
  - Teachers Retirement System (STR) and SFR outbound files
  - Reviewing & tracking UHC medical file weekly errors
  - Modifying over-the-counter posting process
  - Documented specification for overage audit report modifications
- Generated 53,281 IRS Form 1095-C
  - Completed coding and testing for changes to tax year requirements
  - Collaborated with mail house to print, envelope stuff and mail forms
  - Collaborated with the HSS admin team to distribute forms for CSF active employees
- Completed outbound eligibility file for voluntary benefits

## Data Analytics

- Provided AON with census information to produce HVI report
- Provided SF Superior Court aggregate enrollment information for budgeting
- Submitted SF Open Data publishing plan and refined data set descriptions
- Conducted various analysis in support of rates & benefits:
  - Analyzed population for physical therapy utilization
  - Quantified population residing outside of California
  - Quantified number of dependents by relationship type
- Provided information to City Attorney to assess need for child care at various City locations

# IT INITIATIVES

## File Room Digitization

- Executed end-to-end test loads
- Extended server space to accommodate digital import of member files
- Coordinated with vendor for boxing and transmission of member files for off-site scanning
- Completed initial load into the ECM which accounted for %5 of total member files

## Updates for myhss.org

- Posted all board meeting materials
- Initiated training for new communications manager

## Cyber Security

- Attended City cyber security round table meeting
- Prepared annual HIPAA training
- Reset annual online training resources for department personnel (Secure the Human)

# Communications Management Report

March 9th, 2017

# eNews February 2017

**Total Delivered: 18,459**

**Opened: 14,342**

**Clicked Links: 867**

# Website Visits: February 2017

Month	Unique visitors	Pages	Hits	Bandwidth
Feb 2017	13705	72939	239668	17.56 GB

## February 2017: 13,705 Website Visitors

# Communication Highlights: February 2017

- Completed the Design & Layout of 10-County Survey
- Designed New Voluntary Benefits Information Sheet

## Well-Being Projects:

- Assisted with The Release of Well-Being's New Campaign: "Be Better Every Day"
- Completed the Design & Layout of the Following Flyers and Information Sheets for the Wellness Center Events:
  - Food Cooking Demonstration with a Chef on Preparing Heart Healthy Food
  - The Healthy Weight Program
  - Go Red - American Heart Association campaign for Heart Health
  - Biometric Screening
  - Pregnancy & Lactation Information Sheet

Join us to learn how to prepare heart healthy foods!

# FOOD DEMONSTRATION

February 15, 2017 | 12:10 – 12:55pm



## LOCATION:

HSS Wellness Center  
1145 Market Street, 1st Floor  
San Francisco, CA 94103  
(415) 554-0643

## HOSTED BY: DPW, HSS, MOD, & RET Champions

February is Heart Health month. To promote heart health and to help encourage healthy choices in eating better, we're bringing a Chef onsite! Come to the Heart Healthy food demonstration and learn what types of foods you can eat and how to prepare it to reduce your risk of heart disease and stroke. *Samples will be provided.*

**Space is limited.**

**RSVP at:** <https://sfhssfooddemo.eventbrite.com>

# HEALTHY WEIGHT PROGRAM

February–May 2017



Register by February 17. Program starts Thursday, February 23.

## Your weight is more than a number on a scale -

it's how you feel every day, inside and out. Maintaining a healthy weight means making small changes that add up to big success. No matter what your goal is —boost your confidence, fit into your favorite jeans, get your family's weight on track, reduce or prevent health problems — we've got the information and tools to help you succeed.

## It's easier together:

In this three-month program, we'll help you tackle issues in your day-to-day life that make weight loss difficult, such as stress, lack of sleep, easy access to unhealthy food, and finding time to exercise. Learn how making healthy lifestyle choices, including regular exercise, proper nutrition, and keeping a positive attitude, can help you lose weight and keep it off. During this program, you'll learn to adopt healthier behaviors and attitudes for long term weight loss, while also connecting and learning from others in the group.

*Take a first step toward your healthy weight goals!*

## Program details:

1. **Register** by contacting [wellness@sfgov.org](mailto:wellness@sfgov.org) no later than 2/17.
2. **Orientation:** Thursday, 2/23 Come for an orientation from 12:10pm–12:55pm.
3. **6 Weeks of Classes:** Thursdays, 3/2–4/6 12:10–12:55pm. Bring your lunch! Topics include: weight, nutrition, exercise, stress, and staying motivated
4. **Coaching:** Thursdays, 4/13–5/18. Work one-on-one with a coach or in small groups to put all your learnings into action.
5. **Celebration:** 5/25

## Location:

HSS Wellness Center  
1145 Market Street, 1st Floor  
San Francisco, Ca 94103  
(415) 554-0643



*National Wear Red Day*

# HEART HEALTH AWARENESS

## February 3, 2017

Wear red to raise awareness about heart disease and stroke on Friday, February 3rd. Join us at the HSS Wellness Center for a heart healthy activity and learn about warning signs and symptoms of a heart attack and stroke. Get tips on a few ways you can reduce your risk of heart disease. Two sessions available, 12:10-12:55pm and 1:10-1:55pm. Pick one that works best for you and don't forget to wear red.

**RSVP REQUIRED:**

<https://sfhsswearredday.eventbrite.com>

**LOCATION:**

HSS Wellness Center  
1145 Market Street, 1st Floor  
San Francisco, CA 94103  
(415) 554-0643

**TIMES AVAILABLE:**

12:10 – 12:55 PM  
1:10 – 1:55 PM

Get a *FREE*  
**HEALTH  
SCREENING**

**March 1, 2017**

**10:00am–2:00pm**

Knowing your numbers and what they mean is an important first step in taking care of your health. Schedule a 20-minute screening appointment to measure your blood pressure, glucose, cholesterol, Body Mass Index and body fat. A health professional will review your results with you. Fasting is not required.

**Employees & retirees welcome!**

Employees must show their work photo ID.  
Retirees must show their HSS-sponsored insurance card.  
No drop-in appointments.

**Schedule appointments by 2/15:**

<https://wellness-event.kaiserpermanente.org/>

**EVENT CODE:** CCSF

**Location:**

HSS Wellness Center  
1145 Market Street, 1st Floor  
San Francisco, Ca 94103  
(415) 554-0643



# PREGNANCY & LACTATION BENEFITS

**HAVE A HEALTHY BABY!**

Prepare for your new baby:  
Take advantage of what  
your health plans offer.

If you are pregnant or lactating, your health and dental plans offer a variety of no cost services to help the health of you and your baby. Make sure to consider taking advantage of cost-saving Flexible Spending Accounts (FSAs) for your family's healthcare (including breastfeed-ing supplies) and childcare expenses.

## Enroll your baby!

For a newborn or adopted child, submit a completed SFHSS enrollment application, a copy of the birth certificate or adoption documentation, and Social Security Number within 30 days from the date of birth or adoption placement.

For more information visit:  
[http://www.myhss.org/member\\_services/changing\\_benefit\\_elections.html](http://www.myhss.org/member_services/changing_benefit_elections.html)

## Remain covered while you're out!

If you take any unpaid leave as part of your maternity/paternity leave, maintain coverage by contacting SFHSS at 415-554-1750 within 30 days of the unpaid leave to make sure employee premium contributions are paid.

## PREGNANCY SUPPORT

**Kaiser Permanente Members** call the nurse advice line at 1-866-454-8855 or email your doctor. Visit [www.kp.org/pregnancy](http://www.kp.org/pregnancy) to find in-person classes and support groups.

**United Healthcare/City Plan Members** call 1-888-246-7389 or visit [www.healthy-pregnancy.com/UHC/](http://www.healthy-pregnancy.com/UHC/) for the Healthy Pregnancy Program.

**Blue Shield Members** log on to [www.blueshieldca.com/prenatal](http://www.blueshieldca.com/prenatal) and fill out the online enrollment form. Or call 1-877-371-1511 and request a prenatal education packet.

## FREE PUMPS & LACTATION SUPPORT

**Kaiser Permanente Members:** Receive a retail-grade dual electronic breast pump. Call 1-877-291-5202 after the birth of your baby. You have 180 days after the birth of your baby to request this pump at no charge.

**United Healthcare/City Plan Members:** Members may obtain one dual, electric pump without cost-share per pregnancy by contacting a network doctor or DME supplier up to 30 days before their baby's estimated delivery date or 365 days after they've delivered. The list of suppliers is available to members by calling the number on the back of their ID card.

**Blue Shield Members** log on to [www.blueshieldca.com/prenatal](http://www.blueshieldca.com/prenatal) and fill out the online enrollment form. Or call 1-877-371-1511 and request a prenatal education packet.

- A Breastpump and More:  
1-855-786-7296  
[www.abreastpumpandmore.com](http://www.abreastpumpandmore.com)
- Apria Healthcare:  
1-800-277-4288  
[www.apria.com](http://www.apria.com)
- Byram Healthcare:  
1-877-773-1972  
[www.byramhealthcare.com/breastpumps](http://www.byramhealthcare.com/breastpumps)
- Edgepark Medical Supply:  
1-800-321-0591  
[www.edgepark.com](http://www.edgepark.com)
- LifeCare Solutions:  
1-866-260-2192  
[www.lifecaresoln.com](http://www.lifecaresoln.com)
- Yummy Mummy, LLC:  
(212) 879-8669  
[www.yummymummystore.com](http://www.yummymummystore.com)

## EXTRA DENTAL CARE

**Delta Dental PPO** will pay for one additional routine cleaning or one additional periodontal scaling and root planning per quadrant to improve your oral health during pregnancy.

**United Healthcare Dental** will pay for additional services (Oral Cancer Screening and Preventative Coverage) for expectant Mothers.

# PREGNANCY & LACTATION BENEFITS

## FLEXIBLE SPENDING ACCOUNT (FSA)

You can enroll in or update your FSA elections when you add a newborn to your coverage. For more information contact P&A at 1-800-688-2611 or visit [www.padmin.com](http://www.padmin.com).

**Healthcare FSA:** Your healthcare FSA can cover a range of breastfeeding supplies as well as health-related costs for you and your family members.

**Dependent Care FSA:** A Dependent Care FSA can pay for certified day care, pre-school, day camp, and before or after school programs for children under age 13. Set aside between \$250 and \$5000 pre-tax per household for the plan year.

## ADOPTION & SURROGACY ASSISTANCE PLAN

**Effective January 1, 2017**

Learn more:

[http://www.myhss.org/downloads/plans/2017\\_HSSAdoptionSurrogacyPlan.pdf](http://www.myhss.org/downloads/plans/2017_HSSAdoptionSurrogacyPlan.pdf)

## IMPORTANT RESOURCES FROM HUMAN RESOURCES

- Pregnancy and Parental Leaves  
<http://sfdhr.org/employee-leaves#pregnancy>
- Lactation in the Workplace Policy  
<http://sfdhr.org/highlights>



# WELL-BEING MONTHLY REPORT

FEBRUARY 2017 REPORT

# Updated myhss.org/well-being Live

Better Every Day tagline revealed at myhss.org on 2/27 – members notified via Wellness Center email and March enews

- Updated mission
- Three areas of content: Live Healthy, Feel Good, Get Care
- Campaign coming summer 2017

New Calendars: More classes at more locations

- Group Exercise
- Special Events

The screenshot displays the San Francisco Health Service System website. At the top, the navigation menu includes Member Services, Benefits, Events, Well-Being (selected), Board, and Finance. A search bar is located on the right. Below the navigation, a search prompt asks 'How can we support your Well-Being today?' with a search icon. To the right, the 'Avg. Employee Well-Being Score' is shown as 74/100, with a note '(+6 compared to CA)'. The main content area is divided into three columns. The left column features a large green graphic with the text 'Better Every Day.' and a 'Learn More' link. The middle column contains three sections: 'Live Healthy' with a 'Fitness Discounts' link, 'Feel Good' with a 'Contact EAP' link, and 'Get Care' with a 'Know Your Numbers' link. The right column has a 'Healthy Habits' section with an image of a person running and the text 'HEALTHY = START'. Below this, it says 'Kickstart 2017 by initiating, motivating, and maintaining a healthy behavior that can evolve into a healthy habit in 8-12 weeks. Get started today! More'. At the bottom left, there is a 'TODAY'S CLASSES' section with a calendar view and a list of classes: 12:10 Yoga | Location, 1:10 Total Body Toning | Location, 12:10 Zumba | Location, 12:00 Yoga | Location, and 12:00 Soul Line Dancing | Location. To the right of this is a 'POPULAR LINKS' section with links to EAP, Find Your Well-Being Champion, Employee Fitness Center Discounts, Flu Information, and Read the January Enews. At the bottom left, there is a 'MONTH VIEW' link with a calendar icon.

## Well-Being@Work Update: Champion Orientation

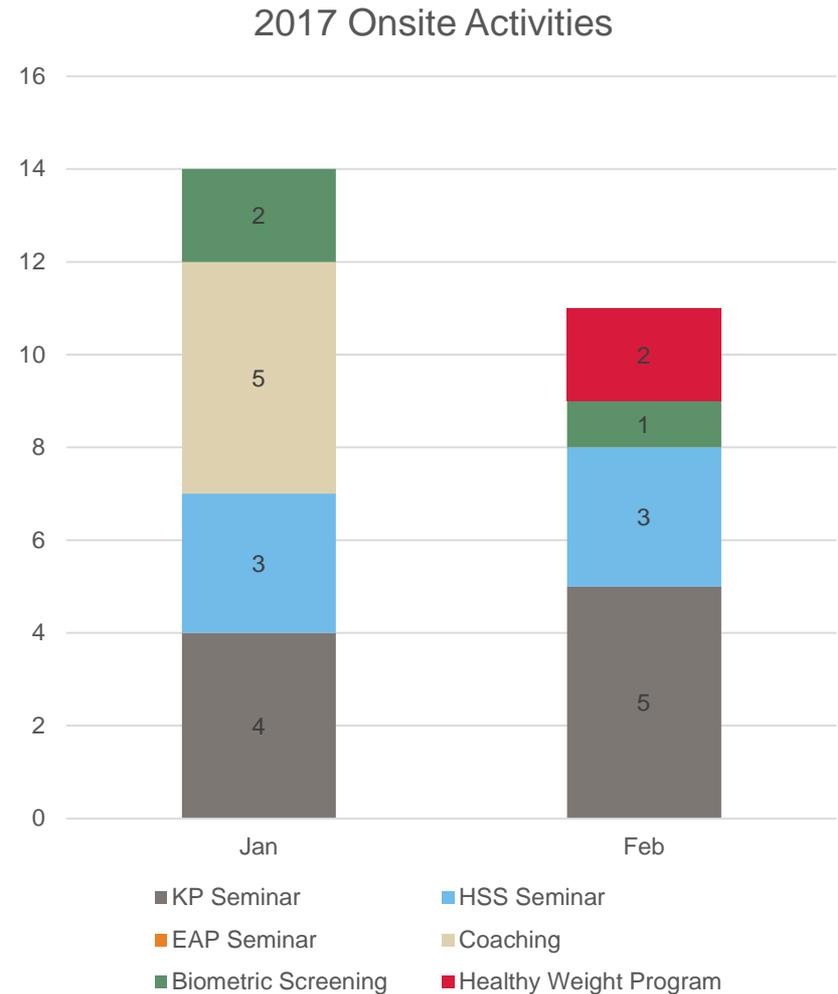
- Training Overview – Champions were provided an overview new framework for **Well-Being@work**. Champions learned about:
  - *Resources* to help make it easier for Champions to create a healthier workplace. These include Activities and Grants.
  - *Recognition* opportunities for Champions and departments who make employee well-being their mission. These include Spotlight and Department Awards.
- Trainings held – A total of **10 trainings** were held.
  - Seven were provided at Champion communities including Laguna Honda, City Hall, One South Van Ness, Port, Library, Mission Corridor and 25/30 Van Ness.
  - Three were provided at HSS.
  - Coordinators will reach out via phone to train Champions that were not able to attend one of the in-person trainings.
- Attendance – a total of **79 Champions were trained**

## Well-Being@Work Update: Group Exercise

- HSS funded group exercise classes offered by REC at several new City worksites and **transitioned 9 classes** currently being offered at 4 department locations (DEM, WAR, JUV and DBI)
- HSS working to expand REC classes at City worksites.
  - Currently working on **adding 3-4 classes** among two department locations (HSA and DPW)
  - Looking to target six additional locations that serve several different City departments.

# Onsite Activities

- Champions hosted 11 different onsite events in February.
- Standard seminars and biometric screenings have higher numbers compared to Feb. 2016 (these were promoted as part of Healthy Start)
- Healthy Weight Program- 14 week series launched at two worksites (HSS and CSS)



# Employee Assistance Program: Organizational Well-Being

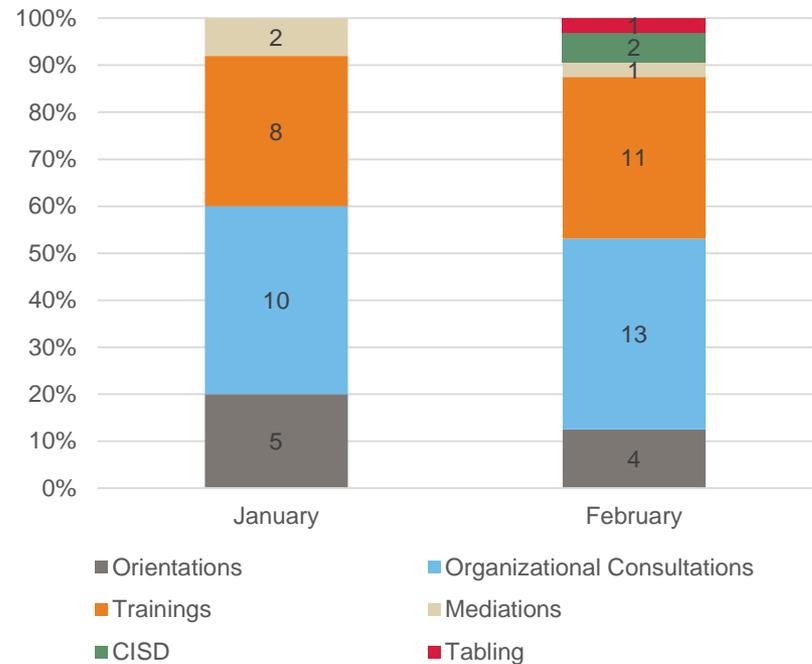
## February Organizational Services

- 32 organizational services (57 YTD)
  - 39% were organizational consultations
  - 33% were trainings

## Related Project Updates

- Final session of Making Work Work series, Managing Ourselves, was finalized
- EAP Orientation refreshed and tailored for public safety officers and their families

Number and Percentage of Organizational Services by Type and Month: YTD 2017

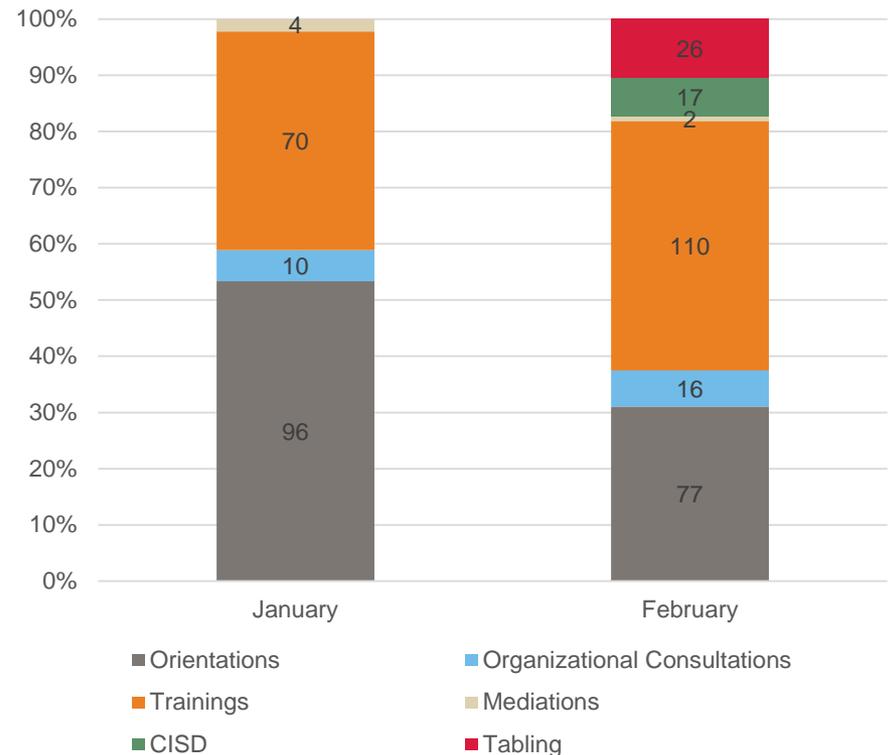


# Employee Assistance Program: Organizational Well-Being

## February Organizational Services

- 248 people served by these services (428 YTD)
  - 44% of people served attended trainings
  - 31% of people served attended orientations

Number and Percentage of Organizational Services by Type and Month: YTD 2017



# Employee Assistance Program: Counseling Update

## EAP provided

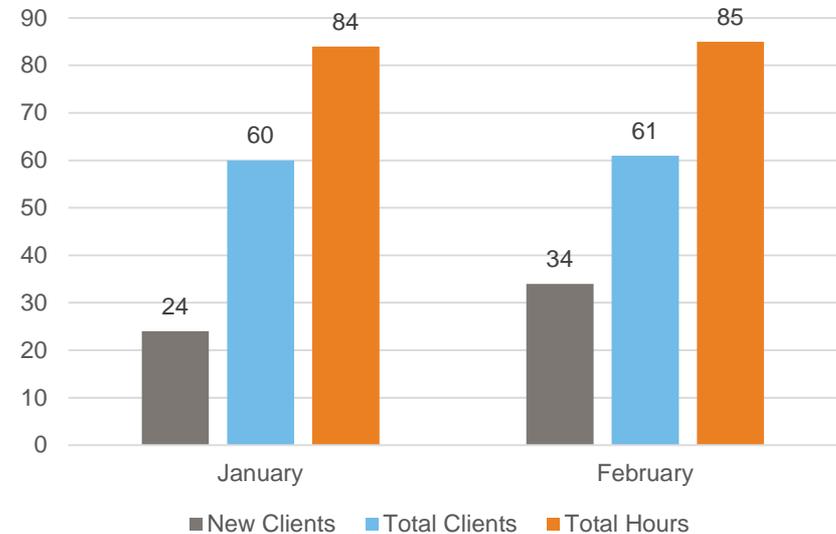
- 85 hours of counseling
- Served 61 clients
- 34 new clients

## Jan-Feb 2017 Compared Jan-Feb 2016

- 25% increase in hours
- 28% increase in clients served

EAP updated reporting capabilities to enhance quality of data for 2017

EAP Clinical Services:  
YTD 2017



## Retiree Well-Being Update

RECCSF meeting: February 8, 2017

- Approximately 69 members were in attendance.
- Updated members on upcoming HSS Wellness Center activities:
  - Heart Healthy Food Demonstration
  - February Wellness Activity Calendar
- Provided Kaiser Permanente 2017 Catalog of Healthy Living Classes and Resources to all attendees.

# March at the Wellness Center

- A new wheelchair accessible scale is now available for use at the Wellness Center
- Upcoming events in March include:
  - Health Screening
  - Healthy Weight Program
  - Meal Planning
  - Your Strong and Healthy Back
  - Your Kidneys and You
  - Babies, Bonding, and Benefits



**HEALTHY WEIGHT PROGRAM**  
February–May 2017

Your weight is more than a number on a scale - it's how you feel every day, inside and out. Maintaining a healthy weight means making small changes that add up to big success. No matter what your goal is—boost your confidence, fit into your favorite jeans, get your family's weight on track, reduce or prevent health problems—we've got the information and tools to help you succeed.

**It's easier together:**  
In this three-month program, we'll help you tackle issues in your day-to-day life that make weight loss difficult, such as stress, lack of sleep, easy access to unhealthy food, and finding time to exercise. Learn how making healthy lifestyle choices, including regular exercise, proper nutrition, and keeping a positive attitude, can help you lose weight and keep it off. During this program, you'll learn to adopt healthier behaviors and attitudes for long term weight loss, while also connecting and learning from others in the group.

*Take a first step toward your healthy weight goal!*

**Program details:**

- **6 Weeks of Classes:** Thursdays, 3/2–4/6 12:10–12:55pm. Bring your lunch! Topics include: weight, nutrition, exercise, stress, and staying motivated.
- **Coaching:** Thursdays, 4/13–5/18. Work one-on-one with a coach or in small groups to put all your learnings into action.
- **Celebration:** 5/25

**Location:**  
HSS Wellness Center  
1145 Market Street, 1st Floor  
San Francisco, Ca 94103  
(415) 554-0643

Join us to learn about

## MEAL PLANNING



**March 10, 2017**  
12:10pm–12:55pm

**Location:**  
HSS Wellness Center  
1145 Market Street, 1st Floor  
San Francisco, Ca 94103  
(415) 554-0643

Meal planning is a great way to make sure you're eating a balanced diet and meeting your nutritional needs. Furthermore, meal planning can save you time and money. This training empowers you to learn the steps of meal planning in order to eat fresh meals from home and work, allowing for improved health management as well as saved time and money.

**NO RSVP REQUIRED.**

SAN FRANCISCO HEALTH SERVICE SYSTEM  
Bette Terry Tompkins

myhss.org/well-being



**STATE LEGISLATION COMMITTEE  
Legislative Proposal Form**

This form should be used to submit legislative proposals for consideration by the State Legislation Committee. To be included at an upcoming meeting, proposals should be submitted at least one week in advance; proposals received less than one week in advance will be considered if time permits. Before submission, proposals must be reviewed and approved by the Department Head or Commission.

**Please send completed forms to Katie Angotti in the Mayor’s Office at [Kathryn.Angotti@sfgov.org](mailto:Kathryn.Angotti@sfgov.org)**

<b>SUBMITTING DEPARTMENT</b>	San Francisco Health Service System (HSS)
<b>CONTACT PERSON</b> <b>E-mail and Phone #</b>	Catherine Dodd, Director <a href="mailto:Catherine.dodd@sfgov.org">Catherine.dodd@sfgov.org</a> (415) 554-1703 (direct)
<b>Bill Number (Sponsor)</b>	SB-17
<b>EXISTING ISSUE &amp; PRESENT STATE LAW</b>	Existing law establishes various programs to assist individuals with the purchase of prescription drugs at affordable prices, including, among other programs, the California Rx Prescription Drug Web Site Program and the Golden Bear State Pharmacy Assistance Program. One of the most significant cost drivers of health insurance premiums here in San Francisco and nationwide has been the rapidly increasing cost of drugs, with specialty drugs estimated to make up 40% of the employers total pharmacy spending by 2020. State legislation in 2016, such as SB-1010 proposed by Sen. Hernandez, sought to address skyrocketing prices, only to be killed due to lobbying efforts to minimize the impact on the pharmaceutical industry.
<b>RECOMMENDED PROPOSAL</b>	Support SB-17, which Sen. Hernandez introduced, to indicate that the City and County of San Francisco strongly supports an express intent of the Legislature to enact legislation requiring public and private purchasers of health care and health care coverage be given advance notice of price increases for the costs of prescription drugs in order to further the ability to predict and manage these costs and the public be given information about the justification, if any, for the prices of newly emerging medications and price increases for existing prescription drugs.
<b>DISCUSSION/ANALYSIS OF RECOMMENDED PROPOSAL</b>	A show of support is needed at the City and County, and state level for curbing the cost of both specialty drugs and all pharmaceutical drug costs, in order to preserve the affordability of health insurance benefits for California residents and San Francisco Health Service System members.
<b>RECOMMENDED POSITION</b> <i>Please mark appropriate box</i>	<input type="checkbox"/> SPONSOR <input checked="" type="checkbox"/> SUPPORT



	<input type="checkbox"/> OPPOSE <input type="checkbox"/> OTHER & Describe
<b>FISCAL IMPACT</b> <i>Including impacts to the City's General Fund AND to the State</i>	No fiscal impact.
<b>IMPACT TO OTHER DEPARTMENTS</b>	None.
<b>REVIEWED &amp; APPROVED BY DEPARTMENT HEAD</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>OTHER ITEMS OF NOTE</b>	
<b>DATE SUMITTED</b>	2/3/17



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<b>SUBMITTING DEPARTMENT</b>	San Francisco Health Service System (HSS)
<b>CONTACT PERSON E-mail and Phone #</b>	Catherine Dodd, Director <a href="mailto:Catherine.dodd@sfgov.org">Catherine.dodd@sfgov.org</a> (415) 554-1703 (direct)
<b>Bill Number (Sponsor)</b>	SB-199
<b>EXISTING ISSUE &amp; PRESENT STATE LAW</b>	Existing law requires the California Health and Human Services Agency to research the options for developing a cost, quality, and equity data atlas. Existing law requires the research to include certain topics, including, among others, identification of key data submitters and a comparative analysis of potential models used in other states. Existing constitutional provisions require that a statute that limits the right of access to the meetings of public bodies or the writings of public officials and agencies be adopted with findings demonstrating the interest protected by the limitation and the need for protecting that interest.
<b>RECOMMENDED PROPOSAL</b>	Support SB-199, introduced by Sen. Hernandez, which would: 1) Eliminate the State's requirement to research options for developing an equity data atlas and instead require certain health care entities, including health care service plans, insurers, and providers to provide specified information to the Secretary of California Health and Human Services, including, but not limited to, utilization data and health care pricing information; 2) Authorize the Secretary to report a health care entity that fails to comply with the above-described requirement; 3) Require all data disclosures made pursuant to these provisions to comply with all applicable state and federal laws for the protection of the privacy, security, and confidentiality of data; 4) Prohibit the disclosure of any un-aggregated, individually identifiable health information or medical information; 5) Require individually identifiable health information and medical information to be protected by security measures and, 6) Require the Secretary to convene an advisory committee composed of a broad spectrum of health care stakeholders and experts, as specified, to identify the type



	of data, purpose of use, and entities and individuals that are required to report to, or that may have access to, a health care cost, quality, and equity database.
<b>DISCUSSION/ANALYSIS OF RECOMMENDED PROPOSAL</b>	<p>The State Legislation Committee has approved for 2017 the San Francisco Health Service System priorities of "Support Healthcare Cost and Quality Transparency," and "Support preventing anti-competitive practices in the healthcare industry." This legislation would ensure the State has access to health care pricing information to effectively monitor cost transparency in the healthcare industry and ensure anti-competitive practices are not dramatically inflating the cost of healthcare for San Francisco Health Service System members and residents of the City and County of San Francisco.</p> <p>Furthermore, the legislation provides for sufficient privacy and security protections to ensure the protection and confidentiality of healthcare information while advancing the goal of transparency in healthcare pricing and improving quality through the analysis of utilization data.</p>
<b>RECOMMENDED POSITION</b> <i>Please mark appropriate box</i>	<input type="checkbox"/> SPONSOR <input checked="" type="checkbox"/> SUPPORT <input type="checkbox"/> OPPOSE <input type="checkbox"/> OTHER & Describe
<b>FISCAL IMPACT</b> <i>Including impacts to the City's General Fund AND to the State</i>	No fiscal impact.
<b>IMPACT TO OTHER DEPARTMENTS</b>	<b>None.</b>
<b>REVIEWED &amp; APPROVED BY DEPARTMENT HEAD</b>	X YES <input type="checkbox"/> NO
<b>OTHER ITEMS OF NOTE</b>	
<b>DATE SUMITTED</b>	2/3/17

March 3, 2017

Hon. Secretary Tom Price  
United States Department of Health and Human Services  
200 Independence Avenue, SW  
Washington, D.C. 20201

Dr. Patrick Conway  
Acting Administrator  
United States Centers for Medicare and Medicaid Services  
7500 Security Boulevard  
Baltimore, MD 21244

Re: Advance Notice of Methodological Changes for Calendar Year (CY) 2018 for Medicare Advantage (MA) Capitation Rates, Part C and Part D Payment Policies and 2018 Call Letter and Two Additional ACA MA Recommendations

Dear Secretary Price and Acting Administrator Conway:

I write on behalf of the San Francisco Health Service System (SFHSS), which provides health insurance coverage through two Medicare Advantage Part D (MAPD) plan options for 27,588 Medicare retirees and their 9,116 dependents, from four employers (the City and County of San Francisco, California; the San Francisco Unified School District, the San Francisco Community College District and the Superior Court of California - County of San Francisco). All but a small percentage of SFHSS retirees have coverage through and benefit from Medicare Advantage Employer Group Waiver Plans (EGWP).

To date, we have been pleased with our Medicare Advantage plans, as they provide high quality healthcare options that lower costs and continue savings for our members. Nationally, one out of two age-ins to Medicare are enrolling in Medicare Advantage plans. We believe these plans deserve the same quality adjustments as less effective care and less coordinated traditional fee-for-service Medicare plans. SFHSS was an early adopter of the EGWP program because it provides coordinated pharmacy coverage which improved the quality of care. The formulary for EGWP protects against use of medications not recommended for older people. We rely on the EGWP plans to provide a seamless transition from employee to retiree health insurance. On the administrative side for both employers and for CMS, it eliminates a cumbersome reimbursement process.

Therefore, I write to strongly support the following:

1. Maintain the 50/50 payment methodology phase-in at the 2017 level for 2018; and,

2. Regarding the Affordable Care Act, use CMS's existing authority to eliminate the ACA benchmark cap and freeze the MA Coding Intensity Adjustment.

### **Maintain 50/50 EGWP payment methodology at the 2017 level**

In the Call Letter for MA plans for the 2017 payment year, CMS indicated its intent to use the weighted average bid-to-benchmark ratio for individual market plan bids, including RPPOs, from the prior payment year (2017) to calculate the Part C base payment amounts for Employer Group Waiver Plans (EGWPs) for the 2018 MA EGWP payment rates. On February 1, 2017, CMS solicited comment as to whether it should fully implement this policy for 2018 using only individual market plan bids from 2017 to calculate the bid-to-benchmark ratios in determining the 2018 MA EGWP payment rates, or whether CMS should continue to use the bid-to-benchmark ratios applied in calculating the 2017 MA EGWP payment rates in calculating the 2018 MA EGWP payment rates. The bid-to-benchmark ratios applied in calculating the 2017 MA EGWP payment rates reflected a blend of individual market plan bids and EGWP bids from 2016, with individual market plan bids weighted by 50 percent and EGWP bids weighted by 50 percent.

Medicare Advantage reimbursement from CMS has not kept pace with the medical cost of inflation. If CMS does not maintain the 50/50 payment methodology phase-in at the 2017 level, then our EGWP plans will most certainly be negatively impacted, which in turn will have a negative effect on our retirees.

We strongly advocate for the later approach of maintaining the 50/50 new payment methodology phase-in at the 2017 level, as the enrollment-weighted county bid-to-benchmark ratio approach will avoid 2018 payment cuts to our Medicare Advantage plans and offer a fair payment methodology for them.

### **Eliminate the Affordable Care Act ("ACA") MA Benchmark Cap**

The benchmark caps are one ACA policy that weakens Medicare Advantage plans' ability to continue to deliver and advance high-quality health care for beneficiaries and should be eliminated.

By imposing a cap on MA payment benchmarks, the effect has been to reduce quality incentive payments for MA plans because this provision has been implemented in a manner that compares the pre-ACA benchmark calculation without considering the Stars ratings quality bonus payments to the post-ACA benchmark calculation. The effect is an arbitrary cap which discourages the incentive for which is an added cost of being a high quality plan.

The Benchmark Cap denies seniors access to the full value of high-quality MA plans by undermining best practices to improve quality, thereby disproportionately impacting seniors in the Bay Area and California statewide.

**Freeze the ACA MA Coding Intensity Adjustment**

By imposing sustained annual cuts that negatively impact MA plans for more accurately diagnosing seniors' health and better coordinating care for seniors, there is a potential for reduced access of retirees to in-home primary care and increased out-of-pocket costs for prescription drugs and other medical services. This policy, which is not data driven, has the unintended effect of driving up the price of premiums that seniors pay and, if continued, will lead to reduced benefits for them, with diminished quality of care and less coordinated approaches to managing acute and chronic conditions.

As you may know the San Francisco Bay Area is one of the most expensive places to live in the country, and our retirees have spent their lives here. Adding higher copays to pay for any EGWP payment decrease will most certainly be a burden for their fixed incomes. I strongly urge you to implement the recommendations that we have put forward, to avoid a payment reduction for the population that relies on medications the most.

Thank you for your consideration. I am happy to provide additional information

Sincerely,

Catherine J. Dodd RN, PhD  
Director, San Francisco Health Service System