

DATE: May 12, 2022

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

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: May 2022 Director's Report

SFHSS Remains Closed to the Public.

The May Health Service Board Meetings will be a hybrid in-person and virtual meeting according to City Administrator Guidance. This practice will be reconsidered every 30 days.

COVID-19 Update: (see attached)

COVID-19 will be with us for some time and may present new challenges, so now is the time for San Franciscans to get prepared with vaccinations, rapid test kits, masks, and access to medical care. San Franciscans can be prepared for COVID-19 by knowing if they, or someone they love, are at high risk for severe illness and how to get COVID-19 medicines.

- <https://sf.gov/departments/departments-public-health>
- [Test to Treat Information](#)

Strategic Planning Process

The Strategic Planning Special Meeting on April 28th brought together the Health Service Board, SFHSS Leadership, Employers, Retirees, the Department of Human Resources, Controller's Office, vendor partners, and Aon experts for a full day of information sharing. The convening featured keynote speakers Dr. Deryk Van Brunt and Simar Clement who presented on [Population Mental Health: Creating a Culture of Caring](#), followed by keynote speaker Dr. Kevin Grumbach who presented on [Revitalizing Primary Care](#). The event concluded with audio-recorded [Well-Being at Work Conversation](#) with citywide partners sharing stories and experiences about the health and well-being of their workforce. Bringing together this broad set of thinkers and perspectives is helping to shape the future of programs and services to best meet the needs of the diverse populations we serve. This included identifying important changes in our circumstances and knowledge that SFHSS can use to refresh our strategy and keep it relevant. Below is a chart shared at the convening that outlines key next steps in the Strategic Planning process at the staff, membership, and Health Service Board levels.

Additional Future State Education:

To inform our future state planning we will have two Guest Speakers from our Medicare Advantage Plans present at the June 9, Health Service Board meeting regarding the future state of retiree health care.

Guest Speakers:

Joseph V. Agostini, M.D., is Chief Medical Officer for UnitedHealthcare Retiree Solutions. He has responsibility for clinical strategy, quality improvement, and the continued evolution of United's population health care management model. He works collaboratively with employers and plans sponsor groups nationally to address quality and affordability for their retirees.

Dr. Agostini started his career in geriatric medicine on the full-time faculty at Yale School of Medicine. He cared for patients in the inpatient, ambulatory, and post-acute care settings. His research background and publications have focused on aging-related health services research, patient safety, and quality of care for those with multiple chronic conditions.

Dr. Agostini completed his undergraduate degree at Yale University and obtained his medical degree from Vanderbilt School of Medicine. He completed postgraduate training in internal medicine and geriatrics at Yale-New Haven Hospital and a two-year fellowship in the Robert Wood Johnson Foundation Clinical Scholars Program, with a focus on clinical epidemiology and health services research. He is board-certified in internal medicine and geriatric medicine and is a Fellow of the American Geriatrics Society. He resides in Norwalk, Connecticut.

Dr. Michael Mason is the TPMG Regional Medical Director of Geriatrics, Continuing Care & Complex Needs. Dr. Michael D Mason is the Regional Medical Director for Geriatrics, Continuing Care and Complex Needs with The Permanente Medical Group in Northern California with over 25 years of experience practicing medicine in both Northern and Southern California.

Dr. Mason works in a wide array of fields ranging from geriatrics to nursing homes and home-based care. Since the beginning of the covid pandemic, he has been intimately involved with COVID testing, management, prevention, and testing in the long-term care settings in collaboration with local health departments. He has participated in multiple studies and has an upcoming publication regarding medication deprescribing in the elderly. He has served as the local leader for Kaiser Permanente Geriatrics, Palliative, and Hospice programs as well as the co-chair of the ethics committee in Napa and Solano Counties for several years. In addition to his passion for caring for frail and vulnerable patients, Dr. Mason is passionate about systems improvement to enhance the care of patients.

Strategic Planning Next Steps:

Key Next Steps	Timing	Process	Outcomes
All Staff Engagement	June thru July	Internal meeting to summarize feedback, insights, comments, and ideas from Special Board Meeting.	Map out process and outcomes
Implementation Framework for Measuring Success	June	Meet internally to discuss current state of data collection/reporting and streamlining measure set. Elevating leading/lagging indicators and connecting day-to-day work with measures of success.	Build consensus around Objectives and Key Results (OKR) goal-setting framework. Refined analysis, draft of recommendations, 3-year plan with specific tactics, measurement, and implementation resources.
Health Service Board Education – Strategic Planning & Beyond	June thru Sept	Provide diverse educational opportunities that support the Commissioners in acquiring the knowledge they need to effectively carry out their duties and align with the Strategic Plan for 2023-2025.	Coordinate presentations at the Health Service Board (June) Future State of Retiree Healthcare and Well-Being (Aug) Pharma-TBD (Sept) Genomics
Member Engagement	TBD	Test through focus group meetings/surveys with stakeholders (members and staff)	Refine strategy and tactical plan based on feedback
Present Three-Year Strategic Plan	Aug (Draft) Sept (Final)	Prepare, meet, refine presentation and recommendations to Health Service Board.	Present a Three-Year Strategic Plan to the Board for endorsement.

Mental Health Awareness Month & Asian American Pacific Islander Heritage Month

Raising awareness about mental health is one of the greatest drivers of our overall health and well-being. In recognition of this, the Well-Being division partnered on a video message from Mayor London Breed that is featured on the [SFHSS Mental Health Awareness Month webpage](#). This video encourages members to check in with their mental health using available EAP counseling, free mental health support apps through our health plans, and a wealth of workshops, seminars, and classes on the [SFHSS Well-Being Calendar](#). Weekly email resources highlight family mental health and an online assessment tool to help members and their loved ones identify mental health risks.

The month of May also pays tribute to the generations of Asian and Pacific Islanders who have enriched America's history, with AAPI encompassing a wide range of countries, ethnicities, nationalities, and identities. The month of May was chosen to memorialize the arrival of the first known Japanese immigrant to the U.S. on May 7, 1843, and to honor the completion of the transcontinental railroad built by as many as 20,000 Chinese workers on May 10, 1869. SFHSS is uplifting heritage events hosted by our City partners including [Weaving Stories](#), the San Francisco Public Libraries' celebration of Asian American, Native Hawaiian, and Pacific Islander Heritage featuring music, dance, film, and written word. The [Asian Art Museum](#) is also honoring AAPI Heritage Month through talks, performances, cooking demonstrations, and activities for the whole family.

These events highlight ways to offer support to the AAPI community including stopping anti-Asian hate and building equity and inclusion for all. In recognition of both observances, SFHSS Communications designed MS Teams' virtual backgrounds to raise awareness about mental health and show pride and support for our AAPI colleagues and communities.

DEVA:

The Dependent Eligibility Verification Audit (DEVA) Pilot begins on May 10, 2022. The audit population consists of about 600 retirees who were not audited during the 2018 DEVA. The audit will last through August 31st, with terminations for non-complying members effective on September 1st. The appeal period will run from September 1st through October 31st. The Communications campaign and outreach will include up to 4 mailings and phone outreach, to members who do not engage.

Split Families

For years, SFHSS has been struggling with the administration of benefits for certain families where there are one or more UHC MAPD enrollees with one or more Non-Medicare enrollees in a non-UHC health plan (aka "Split Families".) Today, about 500 of these covered lives are in BSC Access+ and 300 in BSC Trio.

Currently, SFHSS allows Non-Medicare members (retirees and dependents) in families with one or more members enrolled in UHC MAPD to choose among three plans for Non-Medicare family members: UHC Non-Medicare PPO, BSC Access+: and BSC Trio.

The administration of the benefits for members of the same family across two different health plans – UHC MAPD and BSC Access+ or Trio – is excessively burdensome. SFHSS is preparing an administrative solution to present at the June 2022 HSB meeting.

Black-Out Period Notice - Reminder

The HSB discussed the Black-Out Period notice at the November 18, 2021 meeting and approved it at the December 9, 2021, HSB meeting. The notice informed the HSB that beginning on September 9, 2021, through June 23, 2022, HSB members are prohibited from unauthorized communications and other prohibited activities in connection with the San Francisco Health Service System (“SFHSS”) formal request for information (“RFI”) from prospective vendors prior to a possible competitive bid process for the Medicare Advantage (“MA”) plans. The Black Out period subsequently continues throughout the entire Annual Rates and Benefits process for the 2023 plan year. Black-Out Period notices are available on our Board Policies and Reference Documents [webpage](#).

Public Safety Mental Health and Substance Use Disorder Treatment

SFHSS continues the dialogue with Kaiser Permanente, Blue Shield of California, and Health Net regarding the possibility of including the IAFF Substance Use Treatment Center as part of their respective networks. The in-depth evaluation of this request may take up to 6 months; however, progress continues to be made.

Updates from SFHSS Health Plans

Kaiser Permanente Response: KP is proceeding with our clinical and administrative assessment of the program and IAFF has been responsive during this process. Progress has been made and we expect a more substantive update next month. In addition, we have not changed our existing first responder programs that are currently available to SF first responders and firefighters.

Blue Shield of California Response: Currently, the Blue Shield of California PPO members have access to many treatment facilities across the U.S., including the IAFF Center of Excellence in Maryland. HSS is in process with BSC to create a benefit exception for the Access+ and Trio members to access the IAFF COE facility in Maryland for mental health/substance use disorder services.

Health Net: Currently reviewing access.

The follow-up to Public Comments

Delta Dental Pediatric Coverage Question

SFHSS has reached out to the members who made public comment at the April HSB Meeting and as we are able to connect with the member directly, we will work with Delta Dental to ensure these concerns are investigated.

In the interim, Delta Dental ran a report of Pediatric Dentists within a 10-mile radius of Contra Costa County (a more exacting report can be run when the member’s address is known.)

This sampling of 51 pediatric dentists in Contra Costa County yielded the following

- 20 Office Locations accepting new patients
- 21 Providers- PPO
- 21 Providers- Premier
- 2 locations we found provider has sold the practice and did not inform Delta. Provider Relations has initiated provider term to clean up the directory.
- Some of the group practices (many associates listed at one address/practice location) reported associates are no longer there. Provider Relations submitted updates to have the provider removed from the directory. For those locations who advised they are not accepting new patients, Delta Dental sent request to update directory

- Delta Provider Relations department processes provider additions & termination daily as they are provided. The dentists however do not always report out timely on termination status or whether they are accepting new patients or not.
- Delta is conducting monthly surveys throughout the year with providers on a rotating basis to help ensure the information is up to date.

VSP Question: Why do members who go to Costco pay less for glasses and eye care?

Benefit value is standardized among all network doctors. Due to the value-based pricing offered at Walmart, Sam's Club, and Costco, our standard frame allowance there is \$80, which provides comparable value to the \$150 frame allowance (Basic Plan for SFHSS) at all other VSP network doctors. For a \$300 frame allowance, the allowance is \$165 at Walmart, Sam's Club, and Costco which provides comparable value to the \$300 frame allowance (Premier Plan for SFHSS). For reference, the average frame price at Walmart and Sam's Club is \$64 and at Costco, it is \$68.

Administration Updates

Quarterly Email Outcome Report for January through April (**See attached document**)

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

PERSONNEL

Welcome:

- 0953 Chief Operations Officer: Rey Guillen started 4/18/22

Recruitments:

- 2595 Senior Employee Assistance Counselor: Recruitment underway.
- 2593 Health Program Coordinator III: Recruitment underway
- 1404 Clerk: Interviews being scheduled
- 1632 Senior Account Clerk: Interviews scheduled
- 1210 Benefit Analyst: Recruitment underway.
- 1209 Benefits Technician: Recruitment underway.
- 1220 Payroll and Personnel Clerk (DHR position): Interviews scheduled

OPERATIONS

- Member Services completed the upgrade to the new Cisco WebEx phone system on May 2, 2022. The new system will allow for better customer service and quality assurance. As with any system upgrades, some challenges were experienced with the roll-out on the first day; however, they are getting resolved quickly.
- Continue to see members interested in virtual consultations, with 104 conducted in April. Retirees continue to comprise the majority of the appointments.
- During the April Pre-Retiree Webinars, we had 229 attendees and we continue to participate in the DHR monthly New Hire Orientations which are about 50 attendees.
- Member Services answered 4,004 phone calls in April, compared to 4,306 in March. Member Services saw a 3% decrease in April 2022 calls from April 2021.

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

- The enhanced Cisco Webex Contact Center Solution went live on 5/2. This upgrade adds more features to the phone system such as improved call routing, call recording, and future state additional channels of communication such as chat
- Enabling Dependent Eligibility Verification Audit (DEVA) to be administered in-house has been the team's top priority. Work completed includes:
 - All ECM configurations migrated to production
 - Salesforce development migrated to production
 - eBenefit development work completed and signed off in Test
 - eBenefit development work testing in newly upgraded environment in the process – planned migration to prod is 5/11
 - Modification to eligibility rules completed
 - Internal staff training conducted
 - ECM BI reports updated to include DEVA work queue
 - Testing of updates to salesforce cases completed
 - Testing of DEVA document type imports completed
 - Salesforce cases created for the included population
 - Help video recorded for posting to sfhss.org
- ESA continues to respond to numerous complex data requests:
 - Community College SF GASB 75 audit data
 - SFHSS Internal audit data requirements
 - Census files for the Hartford to support newly negotiated Life Insurance for various unions

COMMUNICATIONS

- Developed DEVA resource webpage
- Developed visual content to support Well-Being's Mental Health Awareness Month
- Worked with Drupal agency to develop a New Retiree Cost Estimator tool on our website
- Improved New Employee Benefits Orientation presentation that will be the foundation for new employee benefits videos
- Hosted second New Retiree Webinar with Member Services where 211 participants joined
- Top stories for April eNews include: 2nd Booster for 50+, New Retiree Webinar, and Sleep Assessment
- Top stories for Better Every Day newsletter include: Yoga class, Zumba class, and New Retiree Webinar
- We had 51, 115 pageviews in April, and the most visited pages include: CCSF Benefits, Contact Us, and Events

FINANCE AND BUDGET

Audit

- Preparation for the preliminary phase of the external annual audit.

Rates and Benefits

- Reviewed and discussed claims history and projections with health plans. This information is used for setting rates for the 2023 plan year.

Accounting

- Completed 9-month forecast of HSS funds for the mayor.

CONTRACTS

- Executed Second Amendment to the agreement with Cordico Inc. for mobile mental health and wellbeing resource for first responders.
- Executed 2022 Workforce Health Agreement with Kaiser Permanente for Employee Health and Wellness Activities.
- Completed review, update, and approval of Hartford Life and Long-term Disability certificates.
- Review, validation, and acceptance of the Blue Shield of California annual performance guarantees for Access+ and Trio for the 2021 plan years.
- Support and analysis for the increase of the dependent age to 26 for Hartford Life benefits.

WELL-BEING

- Partner with London Breed to provide a PSA for Mental Health Awareness <https://youtu.be/sOZ6G0Dyiy8>
- Partner with DPH and the Mayor's Office to have City Hall lit up green three days throughout the month (5/1, 5/6, 5/9)
- Partner with SFSO, POL, FIR, LIB, DPH, SFMTA, DPH, and MYR departments to distribute green ribbon/pins and encourage employees to show their support by wearing the pin throughout May
- Offering several virtual seminars [Events | San Francisco Health Service System \(sfhss.org\)](#)
- Provide Stress First Aid training and registering individuals for Mental Health First Aid training happening in June [Events | San Francisco Health Service System \(sfhss.org\)](#)
- Provide a dedicated webpage [Mental Health Awareness Month | San Francisco Health Service System \(sfhss.org\)](#)
- Weekly emails that focus on topics such as Anxiety, Family Mental Health, Burnout, Depression, and more
- Provide virtual backgrounds that can be used in virtual meetings [Mental Health Awareness Month Backgrounds | San Francisco Health Service System \(sfhss.org\)](#)

Attachments:

1. COVID-19 Updates
2. Quarterly Email Outcome Report
3. ESA Slides

San Francisco Health Service System Health Service Board

COVID-19 Update

May 12, 2022

SFHSS Specific Data — Testing

Test Results	Blue Shield of California (BSC) as of 3/31	Kaiser Permanente of California ^[1]		UnitedHealthcare (UHC)	
		Non-Medicare as of 4/28	Medicare as of 4/28	Non-Medicare as of 4/28	Medicare as of 1/19 ^[2]
Positive	2,287	8,317	1,229	48	108
Negative	27,240	214,948	30,550	546	1,965
Inconclusive/Unknown	NR	NR	NR	1,277	6,244
Total	29,527 ^[3]	223,265	31,779	1,871	8,317

NR = Not Reported

[1] Does not represent unique members

[2] UHC Medicare: Given the various methods to obtain COVID testing, including OTC, UHC is no longer tracking test result data. UHC is tracking COVID cases by year and for Unvaccinated, Vaccinated and Boosted

[3] May be underreported due to claim submission lag

SFHSS Specific Data — Cases

COVID Cases by Year as a Percentage of Total Membership	Blue Shield of California as of 3/31	Kaiser Permanente of California		UnitedHealthcare	
		Non-Medicare as of 4/28	Medicare as of 4/28	Non-Medicare	Medicare as of 4/10
Unvaccinated	0.006%	Not Available	Not Available	Not Available	24.3%
Fully Vaccinated	0.014%	Not Available	Not Available	Not Available	32%
Boosted	0.001%	Not Available	Not Available	Not Available	43.7%
Total Count / %	36,556 = 0.021%	Not Available	Not Available	Not Available	382 = 2.2%

- Data for UHC Medicare provided in lieu of testing data (from previous slide).
- Data based on claims / encounters with the medical plan(s), not reflective of CAIR2 data

SFHSS Specific Data — COVID-19 Antiviral Treatments

Anyone who has tested positive for COVID and is at high risk for a serious case should immediately contact a health care provider and ask for one of the antiviral drug treatments available, which must be taken at the onset of COVID symptoms

Eligible individuals for treatment include:

- Tested positive for COVID
 - Unvaccinated or haven't had a booster shot
 - Pregnant women
 - People at least 65 years old
 - Anyone with a medical condition who are at high risk for serious illness
-
- For more information contact your health care provider
 - Call the City's COVID resource center at 628-652-2700
 - Or visit <https://covid-19-test-to-treat-locator-dhhs.hub.arcgis.com/> to find a location that offers the treatments

Source: "S.F. health officials turned away thousands of life-saving COVID pills, now plead with public to use them", sfchronicle.com, April 6, 2022

SFHSS Specific Data — Hospitalizations

Blue Shield
of California

154 cases

Kaiser Permanente
of California

640 cases
(of which 97 were in ICU)

UnitedHealthcare
Non-Medicare

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

UnitedHealthcare
Medicare

266 cases
(of which 59 were/are ICU
and 23 with a ventilator)

Data is from March 2020 to March 2022.

SFHSS Specific Data — COVID Home Test Kits (as of 4/28/2022)

On January 10, 2022, the Department of Labor (DOL), Department of Health and Human Services (HHS) and the Treasury Department released a series of FAQs under the Affordable Care Act (ACA) Part 51. This was in response to the Biden-Harris administration’s directive to issue guidance requiring group health care plans and insurers to provide coverage of over-the-counter, in-home COVID-19 diagnostic tests.

Beginning January 15th, until the end of the Coronavirus Public Health Emergency, individuals can get up to eight (8) over-the-counter tests each month. If you purchase a test kit that includes two tests, that will count as two of your eight covered tests.

For the most up-to-date information on coverage of COVID Home Test Kits, visit SFHSS.org or your carrier website.

Carrier	Carrier Website for More Information on How to Submit for Reimbursement	Additional Notes
Blue Shield of California	https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/Sites_Content_EN/coronavirus/coverage-testing	No \$ cap on tests
Kaiser Permanente (Non-Medicare)	kp.org/coronavirus	No \$ cap on tests
Kaiser Permanente (Medicare)	kp.org/coronavirus	KPSA is covering test for members, with no \$ cap on tests
UnitedHealthCare (Non-Medicare)	myuhc.com	Up to 8 test available at no cost through myuhc.com — OptumRX Store
UnitedHealthCare (Medicare)	https://retiree.uhc.com/main/covid-19-update	Free at CMS participating pharmacies; member must provide red, white & blue Medicare card
Health Net	healthnet.com/COVID19	Up to \$12 dollars per test

SFHSS Specific Data — COVID Home Test Kits Reimbursements

Blue Shield
of California

546 Test kits dispensed

Kaiser Permanente
of California

Not available yet

UnitedHealthcare
Non-Medicare

Not available yet

UnitedHealthcare
Medicare

964 Test kits dispensed

Data is from January 15 to March 2022.

SFHSS Specific Data — Vaccines

Test Categories	Blue Shield of California as of 3/31	Kaiser Permanente of California		UnitedHealthcare	
		Non-Medicare as of 4/28	Medicare as of 4/28	Non-Medicare as of 4/28	Medicare ^[1] as of 4/10
	Dose	Individuals		Individuals	
Partial	1,222	587	63	519	— [2]
Fully	28,625	46,197	13,026	751	14,625
Total	29,847	46,784	13,089	1,270	— [2]
Booster/Third Vaccination	19,366	32,397	11,748	638	11,580
Total Members	34,966	52,151	13,781	3,200	17,206

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

[2] UHC Medicare is no longer tracking "Partial", as these members are considered Unvaccinated.

Vaccines are provided at no cost to members.

SFHSS Specific Data — Vaccines By Age Groups

Blue Shield of California

Age Group (in years)	Partially Vaccinated	Fully Vaccinated	Booster/ 3rd Vaccination
5 – 11	98	1,758	—
12 – 17	91	2,409	1,407
18 and older	1,033	24,458	17,959
Total	1,222	28,625	19,366

Kaiser Permanente of California

Claims data through 4/24

5 – 11	81	2,562	N/A
12 – 17	64	3,577	1,819
18 – 40	242	15,506	10,782
41 – 64	187	22,839	18,280
65+	18	1,713	1,517
Under 65 — KPSA	3	165	139
65+ KPSA	61	12,860	11,610
Total	656	59,222	44,147

UnitedHealthcare Non-Medicare

Claims data through 3/29

<18	18	75	10
18 – 39	88	161	88
40 – 64	369	422	493
65+	44	93	47
Total	519	751	638

SFHSS Specific Data — Data Elements Under Review

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

- Post-acute Sequelae of COVID (PASC) or “Long-Hauler” claims ICD10 code U09.9
- Treatment framework details
- Information on additional vaccine recommendations

COVID-19 Health Plan Benefit Information

Benefit Topic	BSC as of 3/31/2022	Kaiser Non-Medicare as of 4/28/2022	Kaiser Medicare as of 4/28/2022	UHC Non-Medicare as of 3/30/2022	UHC Medicare as of 4/29/2022
Early Rx Refills Available?	Yes	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	No	No
Tele-Medicine Copays	Via PCP: Copays waived Via Teladoc: No copay	No copay (no end date on this)	No copay (no end date on this)	Regular copay applies	Regular copay applies
Tele-Behavioral Health Copays	No copay	No copay (no end date on this)	No copay (no end date on this)	Regular copay applies	Regular copay applies
Testing/Diagnostics Copays	Copays waived	Copays waived through the last day of the month following the end of the national public health emergency	Copays waived through last day of the month following the end of the national public health emergency.	Copays waived through the national public emergency	Copays waived through the national public emergency

COVID-19 Health Plan Benefit Information (continued)

Benefit Topic	BSC as of 5/6/2022	Kaiser Non-Medicare as of 4/28/2022	Kaiser Medicare as of 4/28/2022	UHC Non-Medicare as of 1/31/2022	UHC Medicare as of 4/29/2022
Treatment Copays	Copays no longer waived	Copays no longer waived	Copays no longer waived	Copays no longer waived	Copays no longer waived
Specialist and Primary Care Copays	Vaccines: No cost share Testing: when ordered by a provider no cost share	Copays no longer waived	Copays no longer waived	Copays no longer waived	Copays no longer waived
Other	https://www.blueshieldca.com/coronavirus/your-coverage	https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information	https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information	Emotional support line available: 1-866-342-6892 Sanvello: On-demand emotional support mobile app, free to members https://www.uhc.com/health-and-wellness/health-topics/covid-19	

MEMORANDUM

DATE: May 12, 2021

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

FROM: Abbie Yant, Executive Director of the San Francisco Health Service System

RE: Health Service Board Email Outcome Report for January-April 2022

Health Service Board Future Email Outcome Reports:

The following email activities were tracked and categorized under the email policy with the following categories:

- Member Services Experience (General Information, Feedback)
- Benefits Inquiry (Open Enrollment, Eligibility/Enrollment, Payments, Provider Information)
- Policy Questions (Rates & Benefits, Plan/Provider changes)
- Board Meeting Inquiry (Time of the meeting, Public Comment Instructions, Agenda)
- Miscellaneous Inquiry (Unrelated Board matters or questions)

In total, 19 emails were received between January through April. The SFHSS Member Service team responded, addressed, or had conversations with members who contacted the Health Service Board by email. Both policy questions were forwarded to the Board. Two Benefits inquiries were forwarded to the Board. The Board Secretary addressed the four miscellaneous emails and Board meeting inquiry.

Health Service Board Email Outcome Report January-April		
Member Need	Monthly Total	Action
Member Services	2	Closed
Benefits Inquiry	10	Closed
Policy Questions	2	Closed
Board Meeting Inquiry	1	Closed
Miscellaneous	4	Closed

Month	Emails
January	7
February	8
March	3
April	1

Enterprise Systems & Analytics Report

May 12, 2022

Project	Status	Key Accomplishments
Compliance: Cybersecurity / Disaster Preparedness / Regulatory		<ul style="list-style-type: none"> • Annual staff HIPAA Training completed on 4/21 • Attended Microsoft Configuration Manager Training • Attended FIDO (Fast Identity online) Training • Successfully patched all servers for April and updated Windows 10 endpoints which were at end of life
VOIP telephony upgrade		<ul style="list-style-type: none"> • New Webex Contact Center Solution is Live • End-User training conducted 5/2 • Reports training conducted 5/6
Dependent Eligibility Verification Audit		<ul style="list-style-type: none"> • All ECM configuration migrated to production • Salesforce development migrated to production • eBenefit development work completed and signed off in Test • eBenefit development work testing in newly upgraded environment in process – planned migration to prod is 5/11 • Modification to eligibility rules completed • Internal staff training conducted • ECM BI reports updated to include DEVA work queue • Testing of updates to salesforce cases completed • Testing of DEVA document type imports completed • Help video recorded for posting to sfhss.org
Reporting / Auditing		<ul style="list-style-type: none"> • Delivered census data for Community College GASB Audit • Provided census data for new 7/1 life insurance benefit for some unions • Responding to data requests for internal audit
Benefits Administration Systems		<ul style="list-style-type: none"> • PeopleSoft HCM upgrade completed 5/6-5/8



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



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



Serious issues. Project most likely delayed or significant budget overrun