

**November 12, 2020**

**TO:** Dr. Steven Follansbee, President, and Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** September 2020 Board Report

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**SFHSS is Operating in a Virtual Environment and is Closed to the Public**

**Open Enrollment**

Open enrollment was very successful with many firsts. All telephonic member services, virtual health fairs in the form of webinars, and expanded eBenefits to more employers helped make this open enrollment one of the most efficient. Improved communication materials including updated web pages, helped reduce overall member interaction with HSS member services while open enrollment transactions increased significantly from last year. Member services will complete the processing of open enrollment transactions a full week ahead of schedule.

**Reminder: Vendor Black Out Period – Extended**

The HSB approved the Vendor Black Out period commenced February 13, 2020. As of June 11, 2020, the Vendor Black Out Period was extended through the rest of this calendar year to include the period for the Medical Plan selection process. Subsequently, SFHSS will be in negotiations with Medical, Dental, and Vision plans for Plan Year 2022, and therefore the Vendor Black Out Period will continue through June 2021.

**Well Being and EAP Services**

- Completed 21 flu clinics at 18 worksite locations, facilitating approximately 1,970 flu vaccinations (6 additional clinics scheduled in November)
- 53.9% increase in new EAP cases when compared to 2019 (between April and October)
- A strong correlation between EAP call volume and Coridco module clicks related to outreach and critical incident for example – the highest number of module clicks three weeks in a row for “Get Help Now” in the Cordico Fire and Department of Emergency Management App in relation to the tragic death of a firefighter
- All three EAP counselors received Mediation training and SFHSS is partnering with DHR to enhance the mediation program to include Peer Mediation
- Launched first virtual cohort for the Healthy Weight Series in September
- Launched two virtual Diabetes Prevention Program cohorts in September
- Well-Being@Work Key Player training in September that highlighted flu prevention and clinics and the upcoming 4 – week challenge, Work of Art – 60 Champions in attendance

## **Finance Update**

The financial Audit is complete and will be presented at the December Health Service Board meeting.

## **Racial Equity Action Planning Update**

SFHSS Staff continues ongoing work to address racial equity within our department. A data deep dive is being conducted into quantitative/qualitative feedback from the all-staff foundations training, surveys, and engagement activities to inform a staff-centered approach to the SFHSS Racial Equity Action Plan. Phase I of the planning framework focuses on addressing interpersonal and institutional racism within city-wide departments through seven key areas of staff empowerment as outlined below. Racial Equity Action Plans are being required for all CCSF departments as mandated by the Office of Racial Equity (ORE), a division of the San Francisco Human Rights Commission.

### Office of Racial Equity: Phase I Core Tenants

1. Organizational Culture of Inclusion and Belonging
2. Diverse and Equitable Leadership and Management
3. Boards and Commissions
4. Hiring and Recruitment
5. Retention, Promotion, and Protection
6. Mobility and Professional Development
7. Discipline and Separation

In October, Racial Equity Leads for our department facilitated an engagement activity with Leadership to discuss our vision for an equitable SFHSS including workplace culture, training, and leadership qualities that embody diversity, equity, and inclusion. Members of the internal Racial Equity/Social Determinants of Health Advisory Committee will facilitate a staff-centered adaptation of this Racial Equity Visioning exercise at the November All Staff meeting for participatory feedback and engagement. In December, Phase I of the SFHSS Racial Equity Action Plan will be made available to members of the public, presented to Health Service Board, and submitted to the Office of Racial Equity in accordance with the December 31<sup>st</sup> mandate. In 2021, the Office of Racial Equity will release Phase II of the city-wide framework that highlights how this foundational work we are doing to build equitable employee workplaces creates a ripple effect in how we serve our membership in support of health equity. This work ties to our cross stakeholder engagement efforts, our five Strategic Plan goals, and our key core value of inclusivity.

**COVID Updates from Health Plans- see attached.**

**Member Concern about Availability of High Dose Flu Vaccine from Kaiser - see attached**

**Administration Update**

**Board Follow Up – Written Public Comment**

At the request of the HSB, SFHSS has updated the website and agenda to include instructions for submitting written public comments.

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 comment expected to be part of the official record should be submitted to Board email, [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org), and received by 5 pm the Wednesday before the meeting. Members can also call 628-652-4646 with any questions.

All comments received by the deadline will be read aloud by the Board Secretary up to the three-minute maximum allotted time to each commenter. In the subject of your email, indicate the meeting date, specific agenda item number, and description. If you do not specify an agenda item, your emailed public comment will be read under general comment.

**HSB Email Report – see attached.**

**Personal Recruitments:**

- 0931 Operations Manager: Currently accepting applications on a continuous basis.
- 1813 Senior Benefit Analyst: Eligible List pending adoption 11/5
- 1210 Benefit Analyst: Application Filing Period ended 10/25
- 0932 Enterprise Systems and Analytics Director: Announcement coming soon

**Attachments:**

Black Out Period Memo  
COVID Update  
HSB Email Procedures  
Kaiser Flu Vaccine Information Attached

**MEMORANDUM**

**DATE:** November 6, 2020  
**TO:** Dr. Stephen Follansbee, President, and Members of the Health Service Board  
**FROM:** Abbie Yant  
SFHSS Executive Director  
**RE:** Black-Out Notice Extension through June 2021

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This memorandum shall notify the Health Service Board (“Board”) of the Blackout Period in connection with the San Francisco Health Service System (“SFHSS”) competitive bid process for the medical plans and the Rates and Benefits process for the 2022 plan year.

Pursuant to the Board’s Service Provider Selection Policy, the Board must be notified of a Blackout Period prior to the release of any solicitation for the selection of a primary service provider and also includes the annual SFHSS Rates and Benefits process.

During the Blackout Period, the Board is prohibited from any communications with a potential SFHSS service provider on matters relating to SFHSS contracting except communications on SFHSS matters during Board or Board Committee Meetings.

Communications include face-to-face conversations, telephone conversations, email, text messages, letters, faxes or any other social media, written or electronic communications.

Any communications with service providers for reasons unrelated to SFHSS during the Blackout Period must be immediately disclosed in writing to the Director and the Board.

The Blackout Period commenced on February 13, 2020 and is extended through the competitive bid process for the medical plans (June – December 2020) and the Rates and Benefits cycle for plan year 2022 and therefore is expected to end in July 2021 after the Board of Supervisors final approval.

# SFHSS Specific Data

Cases:	Blue Shield of California (BSC) as of 9/30	Kaiser as of 10/13 <sup>[1]</sup>	UnitedHealthcare (UHC)	
			Non-Medicare as of 10/28	Medicare as of 10/4
Confirmed	NR	NR	54	195
Probable	NR	NR	1	10
Possible	NR	NR	15	18
<b>Total</b>	<b>47</b>	<b>NR</b>	<b>70</b>	<b>223</b>
Test Results:				
Positive	NR	947	14	14
Negative	NR	16,283	251	782
Inconclusive / Unknown	NR	NR	224	2,162
<b>Total</b>	<b>1,861<sup>[2]</sup></b>	<b>17,230</b>	<b>489</b>	<b>2,958</b>

NR = Not Reported

[1] Does not represent unique members

[2] May be underreported due to claim submission lag

# COVID Health Plan Benefit Info (as of 10/27/2020)

	BSC	Kaiser	UHC Non-Medicare	UHC Medicare
<b>Early Rx Refills Available?</b>	Yes	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	Yes, through 1/20/2021	Yes, through 8/31/2020
<b>Tele-Medicine</b>	Via PCP: Copays waived Via Teladoc: No copay	No copay (no end date on this)	COVID related copays waived through 1/20/2021 Non-COVID related copays waived through 9/30/2020	Copays waived through 12/31/2020
<b>Tele-Behavioral Health</b>	No copay	No copay (no end date on this)	COVID related copays waived through 1/20/2021 Non-COVID related copays waived through 9/30/2020	Non-COVID related copays waived through 12/31/2020 COVID related copays waived through 12/31/2020
<b>Testing / Diagnostics</b>	Copays waived	Copays waived (through 2020)	Copays waived through 1/20/2021	Copays waived through 1/20/2021
<b>Treatment</b>	Copays waived for treatment between 3/31/2020 – 12/31/2020	Copays waived (through 2020)	Copays waived through 12/31/2020 Out of Network waived through 10/22/2020	Copays waived through 12/31/2020
<b>Specialist and Primary Care</b>	If a member presents at a specialist office and receives testing or treatment with a COVID-19 diagnosis, there would be no member cost share for services	Copays waived (through 2020)		Copays waived 10/22/2020 for specialist; through 12/31/2020 for Primary Care
<b>Other</b>	<a href="https://www.blueshieldca.com/coronavirus/your-coverage">https://www.blueshieldca.com/coronavirus/your-coverage</a>	<a href="https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information">https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information</a>	Emotional support line available: 1-866-342-6892 Sanvello: On-demand emotional support mobile app, free to members <a href="https://www.uhc.com/health-and-wellness/health-topics/covid-19">https://www.uhc.com/health-and-wellness/health-topics/covid-19</a>	

**MEMORANDUM**

**DATE:** November 6, 2020  
**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 September and October 2020

**Health Service Board Email Account Updates:**

As a follow-up to the Health Service Board, SFHSS updated the automatic email language response. When a member emails this address, an automatic response is sent back to the member acknowledging receipt of the email. The automatic response email language was updated as of October 2020.

**Email Outcome Report:**

September and October 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 Questions (Time of the meeting, How to give public comment, Agenda)

The SFHSS Member Service team responded, addressed, or had conversations with members who contacted the Health Service Board email. Policy Questions were resolved by Member Services or the benefit provider and forwarded to the Board. Benefits Inquiry Questions were addressed and resolved by the Executive Staff. One Benefits Inquiry email was addressed by the Executive Staff and is in-progress. An update will be given at the December Board meeting. Board Meeting Questions were resolved by the Board Secretary. There were no Member Services Experience emails.

<b>Health Service Board Email Outcome Report September and October 2020</b>		
<b>Member Need</b>	<b>Monthly Total</b>	<b>Action</b>
Member Services	0	N/A
Benefits Inquiry	4	3 Closed, 1 In-Progress
Policy Questions	2	Closed
Board Meeting Questions	2	Closed

# memo



To: Abbie Yant, Executive Director, SFHSS

From: Debbie McConathy, Senior Executive Account Manager, Kaiser Permanente

CC: Denise Rodriguez, Director, Strategic Accounts, Public Sector, Kaiser Permanente

Date: November 6, 2020

Re: Member Concern About High Dose Flu Vaccine Availability and Wait Times

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With over 1.5 million vaccines distributed already this flu season, Kaiser Permanente has vaccinated more members at this point than in years past, and our organization is grateful to have such strong turnout in the face of COVID-19.

To ensure patient and staff safety while administering flu vaccines during the COVID-19 pandemic, new delivery systems have been implemented to achieve that goal, including drive-up and walk-up clinics. The implementation of these new systems, coupled with extremely high patient demand for the flu vaccine, led to extended wait times at flu clinics early on in the season; however, with the refinement of operations and the stabilization of patient demand, we are no longer experiencing delays at KP flu clinics. KP members can now be seen at our clinics without concern for extended wait times.

Due to issues with the vaccine manufacturers, there are national shortages of the high dose flu vaccine this year, as there have been in past years. This is unfortunately beyond our control and is affecting all health care providers across the U.S., not just Kaiser Permanente. Due to the overall shortages, supplies of the high dose vaccine can vary from provider to provider at any given time. We apologize for the inconvenience to any member who was unable to receive a high-dose vaccine and we have provided the members' feedback to our teams.



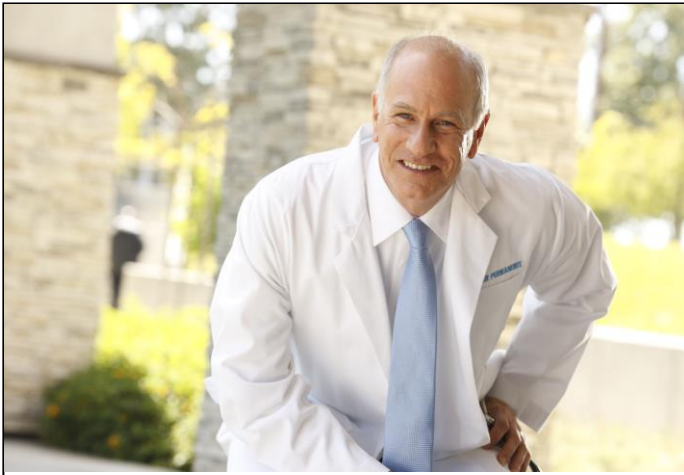
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While there are several different types of flu vaccines on the market, the CDC considers all licensed flu vaccines to be equivalent and does not recommend one type of vaccine over the other. Kaiser Permanente ensures all our patients receive effective flu vaccines.

In the event, that high-dose vaccine supplies are depleted, Kaiser Permanente advises patients to still get vaccinated against the flu right away with the available and effective vaccinations, because the most important step in protecting against the flu is getting vaccinated.

The attached flyer was posted at Kaiser Permanente facilities and distributed to patients in late September and early October, advising patients to be vaccinated, even if high-dose supplies were exhausted. We don't post notifications if we run out of a specific vaccine because we want people to get vaccinated right away. Since CDC guidelines state that all licensed vaccines are equivalent in effectiveness, our preference is for people to receive the vaccine and not to refuse getting vaccinated just because we are out of a specific vaccine at that time.

This year, more than ever, it is critical that everyone who can get a flu shot does so as soon as possible. So, this year, in addition to the many flu shot locations available at Kaiser Permanente, for a limited time (now – December 31, 2020), we are also offering Kaiser Permanente members the ability to receive a flu shot at select retailers. These retailers and pharmacies are: Albertsons, Costco, CVS Health, Kroger, Rite Aid, Safeway, Save-On and Walgreens. All the member needs is their photo ID and member ID card or they can use their digital card in the kp.org application. We've attached a flyer for your reference.



# Fluzone

65 years of age and over

All the doctors and other healthcare workers at Kaiser Permanente thank you for coming in today for your flu vaccine. You are doing the right thing for yourself, for your family, and for those you care about. We at Kaiser Permanente only use FDA approved vaccines in accordance with the recommendations of the CDC. We purchase a variety of vaccine products partly because some are only licensed for certain ages but also so that we will have an adequate total supply of vaccine in case one vaccine manufacturer cannot deliver their promised doses in a timely fashion. The CDC considers all licensed flu vaccines to be equivalent. That means that they are all effective at protecting you against influenza.

For our members 65 years of age and over all flu shot products are licensed and appropriate for you to receive. If it is available, we will preferentially vaccinate you with the vaccine called high-dose Fluzone. That vaccine is approved by the FDA only for 65 years of age and over. The company that produces this vaccine has announced to us that because of the fires in northern California they are having difficulty delivering their vaccine to us and as a result it has been in short supply. Our alternative vaccines including the vaccine called Flucelvax are vaccines your doctors at Kaiser Permanente feel strongly will protect you well against influenza this year and we encourage you to get vaccinated now. Any delay in vaccinations may risk you getting exposed to the virus before you develop vaccine protection.

# Protect yourself and your loved ones. Get the flu shot.

As a member, you can get your flu shot at no cost

Your health and safety are our top priority. That's why this season, we're making it safe and easy to get your flu shot.

To make sure you get the care you need while staying safe, we have rigorous measures in place to prevent the spread of COVID-19 – including requiring masks and sanitizing surfaces at all Kaiser Permanente locations.

## 3 reasons to get your flu shot



**It's safe and effective** – Flu shots can't give you the flu. In fact, they reduce the risk of flu illness by 40% to 60%.\*



**It protects your community** – Preventing flu symptoms like coughing and sneezing helps stop the spread to family, friends, and co-workers.



**It changes every year** – The vaccine is updated each year to target the latest strain of the flu.

To learn more about how to get a flu shot near you:

- Visit [kp.org/flu](https://kp.org/flu)
- Call our 24/7 flu hotline at 1-800-573-5811

## 4 ways to get your flu shot



**Drive-thru** – Visit one of our drive-thru clinics for a convenient way to get your flu shot.



**In facility** – Get your flu shot at your next in-person appointment.



**Walk-up** – Visit one of our open-air tents to get your flu shot without going into a facility.



**Retail locations** – Now through December 31, members can get a flu shot at no additional cost from select retailers, including Walgreens, CVS, Safeway, and more. All you need is your photo ID and member ID card. If you forget your physical member ID card, you can use your digital card in the Kaiser Permanente app.

\*"Vaccine Effectiveness: How Well Do the Flu Vaccines Work?", CDC.gov, 2020.