

**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

**DATE:** November 18, 2021

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

**FROM:** Abbie Yant, RN, MA Executive Director SFHSS

**RE:** SFHSS Divisional Report November

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**SAN FRANCISCO HEALTH SERVICE SYSTEM  
DIVISION REPORTS: November 2021**

**PERSONNEL**

**Welcome:**

- TEX 1209: Benefits Technicians Raphaelle Calvin Hudson, Tony Leung, Axel Inglis, Dongchen Ma, and Yingshi Zhao all started between September 20 and November 1.

**Recruitments:**

- 1824: Principal Administrative Analyst Eligible list to be adopted 11/10/21.
- 2595: Senior Employee Assistance Counselor Position requested and is pending with MBO. Recruitment to start once the position is approved.
- 1209: Pending Job Announcement.

**Employees' Working Status:**

- HSS employees have been performing a mix of duties in a variety of locations, including but not limited to essential HSS work both in the office and remotely. HSS has initiated a transition plan to bring the workforce into the office by 12/1/21. SFHSS is following local public health guidance, DHR policy, and OSHA regulations to ensure a safe return.

**OPERATIONS**

- Member Services staff have begun to transition to in-office work, with 3-in-office days per week, and will be moving to pre-pandemic in-office schedules beginning in December.
- Member Services took 4656 calls in September and 9448 in October. October 2021's Open Enrollment saw the lowest number of calls over the last 5-year period.
- Virtual Consultations for retirees and active employees (new hires and those with changes in family circumstances), were also handled in October with 61 total consultations, 48 of which were with retirees.
- Five 1209 Benefit Technicians were hired and trained before and during Open Enrollment and they are currently supporting in the efforts of finalizing Open Enrollment activities.

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## **ENTERPRISE SYSTEMS & ANALYTICS (ESA) (see attached slides)**

- Functional Requirements documented, technical development completed, testing completed of the Health Net, Blue Shield PPO, and VSP eligibility files
- Functional Requirements documented and technical development underway of the vendor payment files for Health Net and Blue Shield
- Delinquency reconciliation report modifications have been completed.

## **COMMUNICATIONS**

- SFHSS hosted 23 Open Enrollment Webinars
  - The average number of attendees per webinar is 94
  - Attendees per webinar ranged from 32 to 200
- SFHSS Distributed 6 Open Enrollment Emails
  - Open Enrollment landing page and eBenefits consistently ranked as our top two (2) most clicked stories in all six (6) emails
  - Contacting Member Services and our Raffle Prize giveaway was our third (3) most clicked-on items
- October eNews
  - Raffle Prize giveaway was our top story with 257 clicks
  - Open Enrollment was the second-highest story with 131 clicks
- Open Enrollment Firehouse Field Trip video received 1,300 views on YouTube
- Open Enrollment related webpages accounted for eight (8) of the Top 10 most visited webpages in October
  - The OE Landing page, eBenefits, and FSA, and calendar of OE Webinars all made the Top 10

## **FINANCE AND BUDGET**

- Annual Financial Audit Fiscal year-end 2020-21 – Completed the entire audit virtually ending one week earlier than planned
- Processed double the amount of average monthly member refund checks as a result of the Operations project to clear out aging overages
- Expanded in-office staffing levels to be in the office three days a week
- Updated all SFHSS Supplier Headquarter State Information for New 12X Banned States Functionality Supplier Contracts and Purchase Orders
- Implementation of the Contractor Attestation Affirming Compliance with San Francisco's COVID-19 Contractor Vaccination Policy
- Revised Post-Pandemic Electronic Invoice and Payment Approval Policy to retain efficiencies of electronic versus paper approvals – subject to Controllers Office approval
- Supported ESA division and enlisted all staff to troubleshoot new CY 2022 plan and rates prior to system release for Open Enrollment
- Conclusion of the ARPA COBRA subsidy period ending reporting for HSS & Healthy Workers, and Payroll

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- Initiated pre-delegation due diligence audits for the two new flex-funded health plans, Blue Shield PPO with Accolade and Health Net Canopy Care HMO
- Initiated pharmacy rebate audits with United Health Care and Blue Shield

## **CONTRACTS**

- Executed Second Amendment with YMCA of San Francisco for Diabetes Prevention Program (DPP) services.
- Executed the Third Amendment with WORKTERRA for the administration of voluntary benefits.
- Issued and completed Request for Proposal (RFP) for American Sign Language (ASL) interpreter services and selected Partners in Communication (PiC).
- Issued RFP for Salesforce development of ongoing internal dependent eligibility verification audit solution.
- Finalized First Amendment to Controller's Office Agreement with Cheiron and Business Associates Agreement (BAA) for the annual audit process.
- Finalized Third Amendment to Controller's Office Agreement with KPMG and BAA for the annual audit process.
- Finalized Second Amendment to Controller's Office Agreement with Macias Gini & O'Connell LLP and BAA for the annual audit process.
- Drafted a Memorandum of Understanding for open enrollment screenings for uniformed members of the San Francisco Fire Department.
- Administration of City Contractor Vaccination Policy and COVID-19 attestations with onsite vendor partners and service providers.
- Completion and delivery of quarterly Kaiser account management performance assessment.
- Letter of Instruction executed with UnitedHealthcare for the active PPO plan transition to Blue Shield.

## **WELL-BEING (see attached slides)**

- Launched the Social Connectedness Webpage for Retirees
- Provided a Key Player training = How we Reintegrate to Work – Why it Matters
- Implemented a Reintegrating to Work website and guide with resources and tools for employees
- Executed 21 flu clinics at 20 different locations
- Answered 600 calls between September and October into the EAP 24/7 Line

## **Attachments:**

1. ESA Slides
2. Well-Being Slides