

**MEMORANDUM**

**DATE:** November 9, 2023

**TO:** Randy Scott, HSB President, and Members of the Health Service Board

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

**RE:** November 9, 2023, Director's Report

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**OPEN ENROLLMENT**

Congratulations to the entire SFHSS Team for a highly successful Open Enrollment! A detailed report is planned for the December Health Service Board Meeting.

**HONORING/ IN MEMORY OF FORMER SFHSS STAFF**

It is with deep sadness that we announce the unexpected passing of Vince McEnerney. Vince worked for the City for over 20 years, first in the Retirement Department and then for SFHSS for his last 16 years before retiring in 2018. He began as a Benefits Analyst and then was promoted to Senior Benefits Analyst. Finally, with his understanding of SFHSS benefits combined with technical acumen, Vince was the first staff member to fulfill a newly created IT role of PeopleSoft production support assisting Member Services. Vince retained and shared a vast amount of institutional knowledge which helped support SFHSS as we continued to grow and change with technology. Key contributions were helping SFHSS to implement Prop B and our first online credit card payment system.

**WELCOMING NEW STAFF**

- 1210 Benefits Analyst
  - Kimberly Yadana – Started 9/18/23
  - Kimberly Yue – Started 9/25/23
  - Gary Wong – Started 10/2/23
- 1652 Accountant II
  - Allen Zhang – Started 10/28/23
- 9252 Communications Specialist
  - Jesus 'J' de Guzman – Started 10/24/23

**BOARD OF SUPERVISORS BUDGET AND FINANCE COMMITTEE MEETING**

SFHSS is requested to report at the San Francisco Board of Supervisors Budget and Finance Committee on November 15, 2023 at the:

Hearing to request information on health insurance rate trends and its impact on the rate the City will pay on behalf of its employees in advance and consideration of the City's Budget process.

**UNITED HEALTHCARE AND UCSF HEALTH NETWORK SITUATION:**

At this writing, United Healthcare and UCSF have not reached an agreement for UCSF to be an in-network provider for the UHC MAPD PPO Plan. We are NOT aware of any new cases where one of our members has not been able to get their desired appointment with a UCSF Medical Group physician.

For our members who are enrolled in the UnitedHealthcare (UHC) Medicare Advantage PPO Medical Plan (MAPD) can receive care through the UCSF Medical Group, at the discretion of the UCSF Medical Group, the Medical Group may see members because UCSF Medical Group can choose to continue to be an out of network provider. That decision is up to the UCSF Medical Group. We have not seen any recent written instructions from the UCSF Medical Group to our members. United Healthcare does have a contract in place with the UCSF Hospital System. SFHSS continues to urge both United Healthcare and the UCSF Medical Group to continue to negotiate.

### **HEALTH CARE AFFORDABILITY BOARD-October 24, 2023**

Agenda Topics include:

- Spending Target Discussion including Historic Trends by Market and Historic and Forecasted Data on Growth Rates of Economic and Population-Based Indicators

Next Meeting December 19, 2023. [Visit the Health Care Affordability Board Meeting webpage](#)

### **HEALTHCARE AFFORDABILITY BOARD ADVISORY COMMITTEE-September 18, 2023**

Agenda Topics include:

- Cost and Market Impact Review (CMIR Draft Regulations
- (THCE) Measurement including Risk Adjustment; Overview of OHCA Draft Decisions for the Baseline Report; and Introduction to methodology Considerations for the Statewide Spending Target
- Alternative Payment Models, Primary Care and Behavioral Health Investment, and Workforce Stability

The next Meeting is on November 30, 2023. [Visit the Health Care Affordability Advisory Committee Meeting webpage](#)

### **FOLLOW-UP: URGENT CARE CENTER LOCATIONS**

At Dr. Follansbee's request, SFHSS staff are working with the Health Plans to obtain maps of Urgent Care Centers and to understand what are the current and planned capacities of these resources. We will present at a future HSB Meeting.

### **MENTAL HEALTH PARITY**

HSS is following the proposed rule changes to the Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA). The act generally prevents group health plans and health insurance issuers that provide mental health or substance use disorder (MH/SUD) benefits from imposing less favorable benefit limitations on those benefits than on medical/surgical benefits. The comment period for the proposed rules closed on October 17, 2023, and the effective date of any changes is expected to be January 1, 2025. HSS will continue to follow the proposed rules and once final, HSS will work closely with its health plan partners to ensure compliance. Additionally, HSS may undertake new/additional audit actions in 2024 in addition to currently planned MHP audits.

HSS will also continue to follow any investigations performed by the California Department of Managed Health Care (DMHC) which is reviewing and enforcing federal MHPAEA rules as well as DMHC timely access to care standards. Recent activities include a published

settlement statement regarding the DMHC’s investigation of Kaiser Permanente. The investigation identified several areas of deficiency, that needed corrective actions, and a fine.

**SFHSS AUDIT AND COMPLIANCE 2023 YTD REPORT AND 2024 PLAN (see attachment)**

SFHSS is pleased to report no significant findings on audits completed during PY2023. The Audit Plan for PY 2024 is addressed in the attached document.

**BLACKOUT PERIOD NOTICE NOVEMBER 9, 2023, THROUGH JUNE 2024 (see attachment)**

Black-Out Period notification to the Health Service Board (“Board”) that will begin today, November 9, 2023, and extend through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for a Medicare Advantage PPO plan for the 2025 plan year (“2025 MA PPO RFP”) and the presentation of the results of the 2025 MA PPO RFP to the Board, and
- the completion of the SFHSS Annual Rates and Benefits process for the 2025 plan year.

**HEALTH EQUITY, DIVERSITY & INCLUSION UPDATE:**

At the citywide level, the San Francisco Public Library is uplifting the observance of *First Person, A Celebration of Native American History Month*. [Read details about the Q&A](#) between City staff and Executive Director Sharaya Souza of the American Indian Cultural Center, who represents the Taos Pueblo, Ute, and Kiowa nations. Learn about the [American Indian Cultural District](#) and its work, advice on how to be a good ally to Indigenous People, and why is it important for organizations to adopt a Land Acknowledgment in partnership with local Indigenous communities. Long before there was ever a continental United States, American Indians and Alaska Natives were the original stewards of the land. We owe them a huge debt of gratitude for their contributions to [military heroism](#), [medicine](#), [agriculture and so much more](#).

The month of November also honors the generations of men and women who have served in the U.S. armed forces, including Native Americans, who face potential adverse health effects associated with military environment exposures. The [White House Proclamation on Veterans Day](#) speaks to our obligation to support our Nation’s veterans through resource access for future security, opportunity, and dignity. This includes landmark strategic funding prioritizing underserved female and LGBTQ+ veterans to combat gender inequities.

SFHSS’ Strategic Goal of Health Equity supports our members in accessing the care they need when they need it, regardless of personal characteristics such as gender. This includes elevating the reality that men are at higher risk for serious diseases including unique health problems that don’t affect women ([Healthy People 2030](#)). Concerns around issues such as [mental health](#), [suicide prevention](#), [prostate cancer](#), and [testicular cancer](#) are being spotlighted as issues of focus for a November movement dubbed “Movember”. Since 2003, [Movember](#) has been elevating men’s health research and transforming the way health services reach men. For support with tackling important conversations about men’s health, please visit this [online resource](#).

## **ADMINISTRATION UPDATES**

Health Service Board Email Outcome Report for August-October 2023 (see attachment)

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### **SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: November 2023**

#### **HUMAN RESOURCES:**

##### **Welcome:**

- 1210 Benefits Analyst
  - Kimberly Yadana – Started 9/18/23
  - Kimberly Yue – Started 9/25/23
  - Gary Wong – Started 10/2/23
- 1652 Accountant II
  - Allen Zhang – Started 10/28/23
- 9252 Communications Specialist
  - Jesus 'J' de Guzman – Started 10/24/23

##### **Resignation/Retirements:**

- 1209 TPV Benefits Technician – Resignation

##### **Recruitments:**

- 1209 Benefits Technician – Exam Process
- 1210 Benefit Analyst – Start date 11/13/23.
- 1210 Benefit Analyst – Exam Process
- 1813 Sr. Benefits Analyst – Currently recruiting
- 1814 Benefits Supervisor – Exam Process
- 2594 EAP Counselor – Additional selection process being reviewed.

#### **OPERATIONS:**

For October, Operations focused on supporting our members for Open Enrollment between October 2-27, 2023.

- Member Services opened our offices daily to provide in-person support and consultations, serving 470 members between October 2-27, 2023.
  - Actives: 265
  - Retirees: 173
  - Unspecified: 32
- Member Services provided 289 individual consultations for members who booked appointments.
  - Pre-Retirement Consultations: 128
  - eBenefits Consultations: 161
- The number of in-person Health Fairs Member Services staffed participated in increased from six (6) in 2022 to nine (9) in-person Health Fairs, including Hetch Hetchy.
- Communications distributed six (6) Open Enrollment emails to inform members about Open Enrollment events such as webinars, health fairs, vendor office hours, and member services support.

# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

- Average of 56.4% open rate
- Average of 40.8% click rate
- Communications created dedicated webpages for Open Enrollment, including a calendar of events, employer and retiree group pages, digital benefits guides, group rate sheets, and enrollment forms.
  - 18,156 unique users visited our Open Enrollment homepage spending an average of about one (1) minute on the page on the page.
  - 4,141 unique users visited our City & County, MEA & Superior Courts OE page spending an average of one (1) minute and eight (8) seconds on the page.
  - 4,436 unique users visited the Flexible Spending Accounts page spending an average of one (1) minute and 14 seconds on the page.
  - 2,037 unique users visited the Retiree OE page spending an average of one (1) minute and 52 seconds on the page.
- Communications worked with our vendors to host and promote 14 webinars to educate our members on the various plans and benefits.
- ESA managed the online eBenefits enrollment system, which received 12,179 enrollments, a 3.4% increase from 2022.

## **FINANCE AND BUDGET:**

- Support for the FYE 2023 Trust Audit
- Provided plan for mid-year budget reductions to the Mayor's Budget Analyst. The plan increases attrition by two vacant positions.
- Review of detailed rates project.

## **CONTRACTS:**

- Issued Request for Bid (RFB) for Assistive Technology Services (business technology assessment services for blind and visually impaired employees).
- Completed 2023 Request for Proposal (RFP) for Diabetes Prevention Program (DPP) and selection of YMCA of San Francisco.
- Executed agreement with CredibleMind for on-demand behavioral health and well-being resources.
- Executed agreement with VSA, Inc. for as-needed call center support.
- Executed fifth amendment to the agreement with Employee Benefits Specialists (WORKTERRA) for voluntary benefits administration.
- Executed eighth amendment to the agreement with P&A Administrative Services, Inc. (COBRA and FSA administration).
- Executed 2023 agreement with Aon Service Corporation for actuarial and health benefit consulting services.
- Executed second amendment to the software license agreement with Hyland Software, Inc. for on-premises software upgrade.
- Support for transition of patient files from Penelope system to EAP Expert, Inc. for in-house EAP case management software.
- Executed agreement with EK Ergonomics for SFHSS staff ergonomic evaluations.

**WELL-BEING: (see attachment)**

- Offered a Well-Being@Work Key Player Training Highlighting Flu Prevention and Open Enrollment – 57 in attendance.
- Executed on the Annual Well-Being@Work Champion Appreciation Event – 68 in attendance.
- Executed 23 out of the 25 flu clinics and 10 Open Enrollment Health Fairs.
- Engaged in discussions with DEM – Division of Emergency Communications for first responder EAP services.
- Committed to a 6-month pilot in partnership with the Recreations and Parks Department to support classes at the Fitness Court in UN Plaza – Grand Opening is 11/8 at 10:30 a.m.
- Completed Well-Being@Work Q1'2023 Department Check-In Meetings with approximately 30 departments.
- Launched a Well-Being Survey with areas that focus on Mental Health, EAP and Behavioral Health Services, Emotional Well-being, Access to Services, Workplace Community Relationships and Support, Psychological and Physical Safety, and Recognition and Appreciation.

**Attachments:**

- Audit and Compliance Report
- Blackout Period Notice November 9, 2023 through June 2024
- Health Service Board Email Outcome Report for August-October 2023
- Well-Being Monthly Report

**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

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DATE: November 9, 2023  
TO: Randy Scott, President, and Members of the Health Service Board  
FROM: Iftikhar Hussain, Chief Financial Officer  
SUBJECT: HSB Update on Audit and Compliance

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Presented below is the status of the 2024 audits and the proposed 2024 audit plan. The audit plan is based on a rotating schedule of audits to cover key risk areas along with the annual audit of the Health Benefit Trust.

#### 2023 Plan

- Financial Audit of the Health Benefit Trust completed in November 2023
- Pharmacy financial terms for Blue Shield and United – in process
- Medical Claims audit for Blue Shield HMO – in process

Compliance and reporting – ongoing

#### 2024 Plan

- Financial Audit of the Health Benefit Trust.
- Blue Shield PPO Mental Health Parity - Quantitative Treatment Limits. This audit is required by federal regulations every 3 years. The Blue Shield HMO plan compliance is covered by the health plan.
- High-cost medical claim audit for Blue Shield plans

**MEMORANDUM**

**DATE:** November 9, 2023  
**TO:** Randy Scott President, and Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** Black-Out Period Notice, November 9, 2023 through June 2024

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This memorandum shall serve as the Black-Out Period notification to the Health Service Board (“Board”) that will begin today, November 9, 2023, and extend through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for a Medicare Advantage PPO plan for the 2025 plan year (“2025 MA PPO RFP”) and the presentation of the results of the 2025 MA PPO RFP to the Board, and
- the completion of the SFHSS Annual Rates and Benefits process for the 2025 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2025 MA PPO RFP and the SFHSS Annual Rates and Benefits process for the 2025 plan year.

Pursuant to the Board’s Service Provider Selection Policy, the Board must be notified of the start of this Black-Out Period prior to the release of any solicitation for the selection of a primary service provider, as well as prior to the beginning of the annual SFHSS Rates and Benefits process. Such notice is given.

During this Black-Out Period, Board members are prohibited from any communications or activities, with current or potential future service providers, or their representatives, agents or officers, on matters relating to SFHSS competitive bid processes for the selection of the primary service provider for medical plans, including, but not limited to the 2025 MA PPO RFP (collectively, “Unauthorized RFP Communications and Other Prohibited Activities”), except for communications related to SFHSS matters occurring during public meetings of the Board, the Board of Supervisors, or committees thereof.

Unauthorized RFP Communications and Other Prohibited Activities include communications and activities prohibited by state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III (Conduct of Government Officials and Employees), Chapter 2 (Conflict of Interest and Other Prohibited Activities) of City’s Campaign and Governmental Conduct Code, Section 1.126 of the San Francisco Campaign and Governmental Conduct Code (Campaign Reform Ordinance), and Section 87100 *et seq.* and Section 1090 *et seq.* of the Government Code of the State of California.

Communications and activities include face-to-face conversations, conversations through one or more third parties or intermediaries, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications.

Any communications with current or potential future service providers for reasons unrelated to SFHSS during this period must be immediately disclosed in writing to the Executive Director and the Board.

**CC:** Members, Health Service Board  
Members, San Francisco Board of Supervisors  
Jennifer Donnellan, City Attorney

**MEMORANDUM**

**DATE:** November 9, 2023  
**TO:** Randy Scott, 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 August-October 2023

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**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 Questions (Time of the meeting, Public Comment Instructions, Agenda)
- Miscellaneous Inquiry (Unrelated Board matters or questions)

In total, 29 emails were received between August and October. The SFHSS Member Service team responded, addressed, or had conversations with members who contacted the Health Service Board by email. There were 16 emails regarding the UHC and UCSF contract negotiations.

<b>Health Service Board Email Outcome Report August-October</b>		
<b>Member Need</b>	<b>Monthly Total</b>	<b>Action</b>
Member Services	4	Closed
Benefits Inquiry	5	Closed
Policy Questions	20	Closed
Board Meeting Questions	0	Closed
Miscellaneous	0	Closed

<b>Month</b>	<b>Emails</b>
August	17
September	4
October	8

# Well-Being Monthly Report

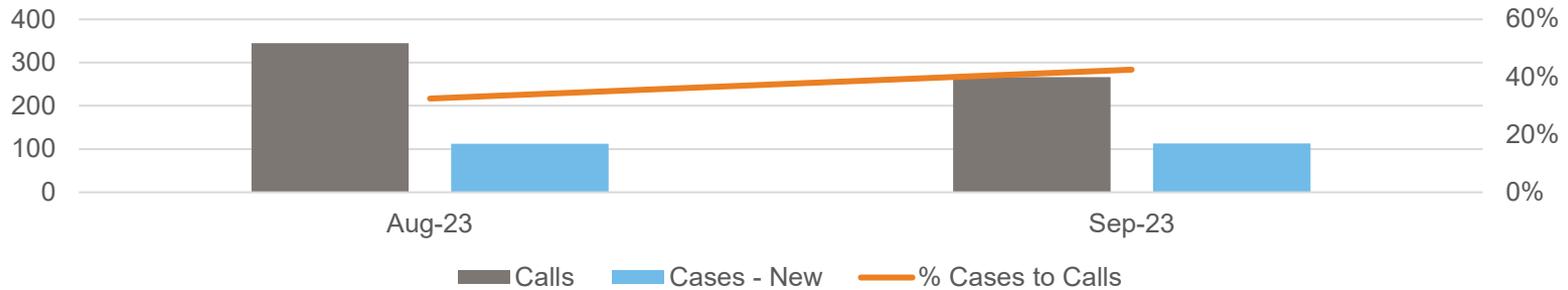
Health Service Board Meeting November 8, 2023

## Calls/Cases: Internal & External EAP

### September 2023 Highlights:

- +1% increase in cases compared to prior month
- -22.9% decrease in calls compared to prior month

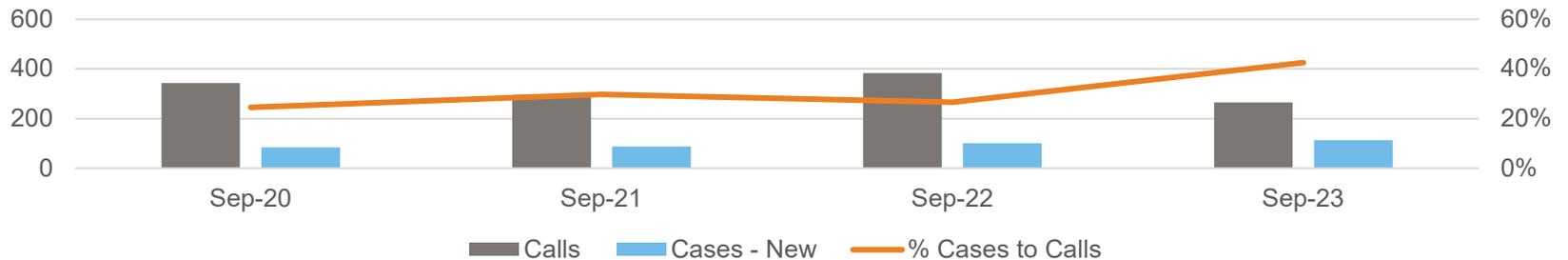
September 2023 Compared to August 2023: Calls, Cases, and % of Calls that Led to a Case



### September Year Over Year Highlights:

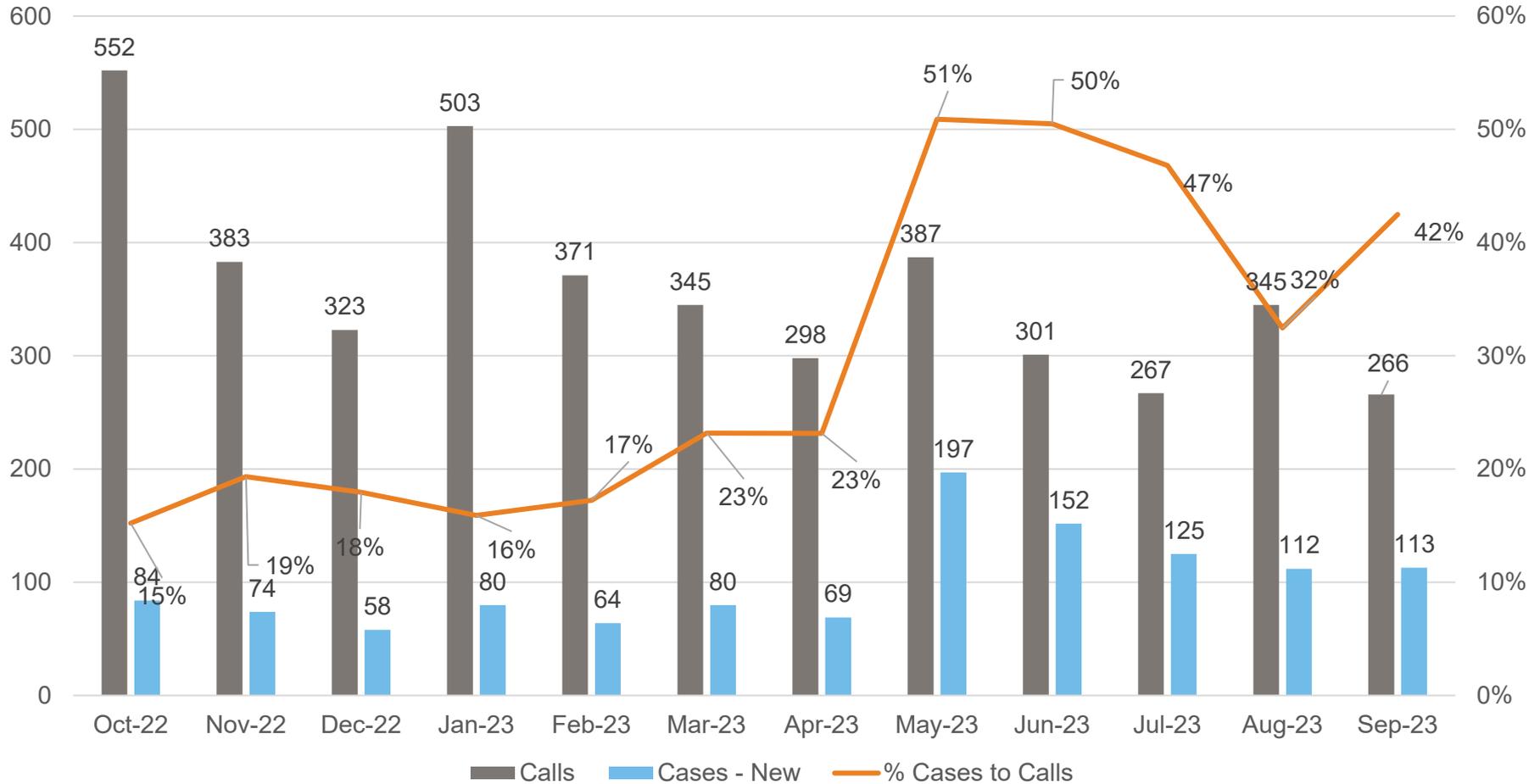
- +10.8% increase in cases compared to prior year 2022
- -30.5% decrease in call volume compared to prior year 2022

September 2023 Compared to September 2022: Calls, Cases, and % of Calls that Led to a Case



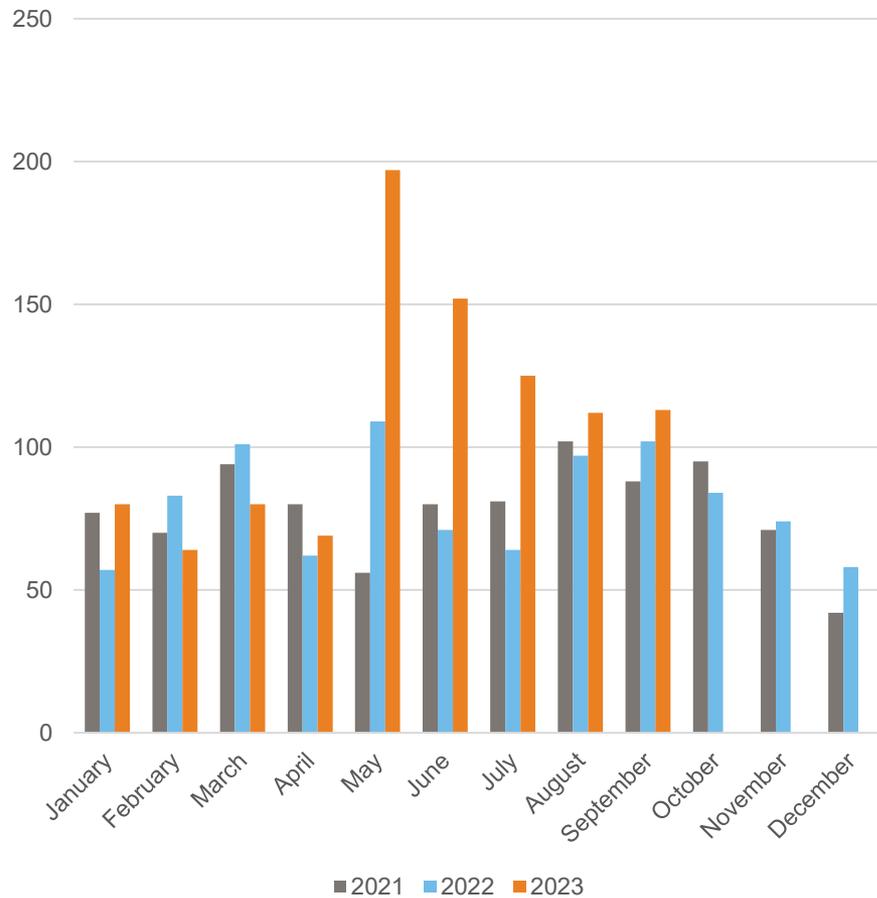
## Calls/Cases: Internal & External EAP

External 24/7 EAP + SFHSS Internal EAP:  
Total Number of Calls, Cases and % Cases Over a 12 Month Period

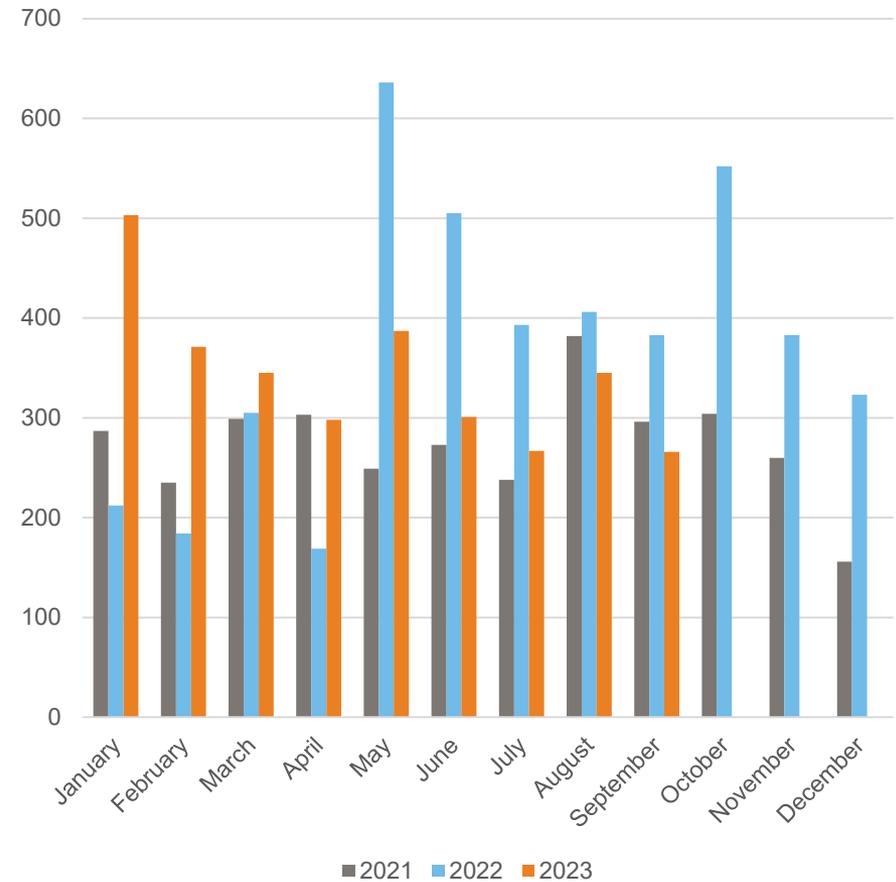


## SFHSS EAP (Internal and External): Year Over Year

Year Over Year: New Cases



Year Over Year: Call Volume



## Well-Being@Work Key Players Training: SFHSS Open Enrollment and Flu Prevention September 25, 2023, 11:00am-12:00pm

### Training Description:

Invited Key Players to attend quarter 2 training to learn about the citywide SFHSS Open Enrollment (OE) events, Benefit Fairs, Flu Shot Clinics, and more.

### Training Objectives:

- Highlight SFHSS Health Benefits Open Enrollment events and webinars
- Introduce worksite flu shot clinics and benefits fairs locations
- Promote the citywide 2023 Employee Well-Being Survey
- Review communications for October

**Attendance: 57**



**WELL-BEING  
@WORK**

## Well-Being@Work Champion Appreciation Event: September 27, 2023, 11:00am-12:00pm

This annual event allows SFHSS Well-Being to thank our Champions for volunteering their time to implement a well-being strategy for their department. We were able to celebrate Champions for their dedication, passion and support to implementing well-being at their workplace. This year the event took place at the SFHSS Wellness Center at 1145 Market Street. The event focused on social connections, getting to know each other, relaxation, creativity and more.

### Event Highlights:

- Group Selfie Scavenger Hunt
- Social hour
- Air plant activity
- Yoga / Stretching
- Coloring
- And more...

**Attendance: 68**

