

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

MEMORANDUM

October 11, 2018

TO: Karen Breslin, President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: October 2018 Board Report

Introduction

The SFHSS team is engaged in preparing for and attending to Open Enrollment! Self-service enrollment is going exceptionally well and have received many compliments from the membership (over 800 at this writing.)

Strategic Plan

SFHSS is pleased to present SFHSS Strategic Plan for final approval. Aon has supported the planning process since inception. We built our foundational knowledge at the Innovation Day on June 22. From there Aon worked with the SFHSS leadership team to develop the strategic goals and objectives, guiding principles and projected 3-year business initiatives. SFHSS then brought the process in house and conducted input sessions with SFHSS staff and members. We have also created an operational workplan to complement the Strategic Plan. The need for resources to support the plan implementations are presented today in the form of revisions to the FY 19 Healthcare Sustainability Fund Budget.

Vendor Black Out Period

Staff are working with Aon to develop the design criteria for addressing the needs of the City Plan, value-based purchasing and program service enhancements for the medical plan renewals for PY 2020. We have carefully considered the scheduling of the Medical Plan RFP and have determined that issuing it in the Spring of 2019 is prudent. As we complete this work, we will embed many of the enhancements identified in the Strategic Plan. We will also issue an RFI for the Expert Opinion, Navigation, Concierge and Musculoskeletal services that we can vet and subsequently require be part of the medical plan design. These activities will set the stage for issuing medical plan RFPs going forward. Approval of Black Out period is required for these actions. We have carefully considered the scheduling of the Medical Plan RFP and have determined that issuing it in the Spring of 2019 is prudent.

November 2018 HSB Education Forum

As of this writing we are compiling the results of HSB members interest on a variety of topics. We will build the agenda around the results of this survey and our ability to schedule subject matter experts.

Upcoming International Foundation of Employee Benefit Plans 64th Annual Employee Benefits Conference: HSB Member Dr. Follansbee and Executive Director Abbie Yant will attend the general session as well at preconference workshops.

Dependent Eligibility Verification Audit

The audit appeals process will close on October 31, 2019. The final report regarding on the audit is scheduled for presentation to the HSB on December 13, 2019.

DEVA Data as of 10-03-18	
Dependents Verified	25,636
To be verified	*
Opt Outs	171
Approved Appeals	*
Non-Responders	*
% of non-responders	*
% of Total Verified/Opted Out	93%

- Data is being reconciled with contractor. SFHSS brought the final member appeals process in house and is also aggressively seeking responses from those who did not respond to the audited.

Schedule of DEVA Notices

- 4/09/2018 - Alert Notice Sent
- 4/20/2018 - Verification Request Notice Sent
- 4/30/2018 & 5/15/2018 - Reminder notices sent.
- 6/01/2018 - Final reminder notice sent.
- 6/16/2018 - End of audit notice – sent to those who had not responded to verification.
- 7/15/2018 - Grace Period end date/final audit close.
- 7/28/2018 - Final Results Notice – sent to those with unverified dependents remaining on the plan.
- 8/27/2018 - Special notice sent directly from SFHSS to all non-respondents
- 10/31/2018 – End for appeal period

Follow up from prior Board Meetings

Matters brought before the Health Services Board – tracked until completed.

These matters currently include:

- Cataract Surgery benefit coverage
- Impact of Medicare Advantage programs
- Relationship with Workers Compensation
- Other Postemployment Health Care Benefits (OPEB)

SFHSS Operations, Enterprise and Data Analytics, Communication, and Well-Being Reports deferred.