



HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

Stephen Follansbee, M.D.
President

Chris Canning
Vice President

Karen Breslin
Commissioner

Mary Hao
Commissioner

Dean Preston
Supervisor (District 5)
Commissioner

Randy Scott
Commissioner

Claire Zvanski
Commissioner

Abbie Yant, MA, RN
Executive Director
Health Service System

Holly Lopez
Executive Secretary

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HEALTH SERVICE BOARD

NOTICE OF MEETING

Thursday, September 10, 2020

REGULAR MEETING AT

1:00pm

VIRTUAL PRESENTATION BY SFGOV TV

1. **CALL TO ORDER:** 1:04 pm

2. **ROLL CALL**

President Stephen Follansbee, M.D-Present
Vice President Chris Canning-Present
Commissioner Karen Breslin-Present
Commissioner Mary Hao-Present and departed at 4:00 pm
Supervisor Dean Preston-Present
Commissioner Randy Scott-Absent
Commissioner Claire Zvanski-Present

3. **APPROVAL (with possible modifications) OF THE MINUTES OF THE MEETINGS SET FORTH BELOW: (Action)**

The Regular Meeting Minutes from August 13, 2020, can be located on the SFHSS website at <https://bit.ly/35ENYWe>

President Follansbee affirmed the August 13, 2020 meeting minutes. Commissioner Zvanski moved to approve as presented. Commissioner Breslin seconded the motion.

PUBLIC COMMENTS: None

ACTION: The Health Service Board unanimously approved the August 13, 2020 meeting minutes.

4. **VOTE ON WHETHER TO CANCEL THE OCTOBER 8, 2020 HEALTH SERVICE BOARD MEETING: (Action)**

President Follansbee stated that the Health Service Board does not traditionally meet during October due to Open Enrollment. President Follansbee noted that by canceling the October Board meeting the SFHSS staff can focus on the Open Enrollment events that take place throughout the month.

PUBLIC COMMENT: None.

Commissioner Breslin moved to cancel the October 8th 2020 Board meeting. Vice President Canning seconded the motion.

ACTION: The Health Service Board unanimously approved the cancelation of the October 8, 2020, Health Service Board meeting.

5. **GENERAL PUBLIC COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION: (Discussion)**

PUBLIC COMMENTS: None

6. **PRESIDENT'S REPORT: (Discussion)**

The President's Report can be located on the SFHSS website at <https://bit.ly/32v0Hc8>

President Follansbee presented the following items in his President's Report

- Referral to Governance Committee
- Governance Committee Meeting September 3, 2020

PUBLIC COMMENTS: None

7. **DIRECTOR'S REPORT: (Discussion)**

The Director's Report can be located on the SFHSS website: <https://bit.ly/3iyoBJd>

Director Yant and the Board Commissioners acknowledged Pamela Levin, Chief Financial Officer, for her years of service. She will be retiring in October 2020. Pamela Levin thanked Director Yant, Mitchell Griggs, Chief Operating Officer, her staff, the Leadership Team, and the department staff for the many years of work together.

Executive Director Yant presented the following items in her Director's Report:

- Request for Proposal (RFP) Updates
- Racial Equity Action Planning
- Public Comment Follow-Up
- Operational Report
- Enterprise and Analytics
- Well-Being
- Financial Report
- Balancing Billings
- Audit Policy and Plan
- Mental Health Parity
- Legislative Report
- Health Service Board Email Account and Memo

Commission Breslin requested the Health Service Board emails automatic response be updated and provide a more welcoming response. Commissioner Breslin asked if all Health Service Board emails received a response. Director Yant clarified that the email is routed to the staff member who can resolve the member's concern. Director Yant noted that if a concern represents a larger issue, the issue will be addressed in her Director's report. Director Yant also pointed out that emails with PHI can not be shared. President Follansbee reminded the Board to route any member emails they receive to the Board Secretary who will track the concern and follow the new tracking procedure.

President Follansbee pointed out that Board members will migrate to sfgov.org emails to ensure messages are afforded the city's cyber protection. Commissioner Zvanski asked if using sfgov.org emails would prevent document delivery failure. Director Yant explained that technical support is not offered on personal account issues such as document delivery failure which is another reason for the Board to use the sfgov.org email so the SFHSS staff can support any technical needs and afford the city's cyber protection. Director Yant also explained that as a governmental agency, the email system can be vulnerable to cyber-attacks and a security measures are in place and continuously being updated. Director Yant also noted that as public officials, the Board emails are considered public records which are subject to the Sunshine Act.

PUBLIC COMMENT: None.

8. **PRESENTATION OF THE OPEN ENROLLMENT and WORKSITE FLU CLINIC PLANS 2020: (Discussion)**

The Open Enrollment and Worksite Flu Clinic Plan Year 2020 presentation deck can be located on the SFHSS website at <https://bit.ly/2ZAOuRa>

Mitchell Griggs, Chief Operating Officer, presented on the Open Enrollment and Carrie Beshears, Well-Being Manager, presented on Worksite Flu Clinic Plan Year 2020. They presented to the Board on the following content:

- Open Enrollment Materials

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- Open Enrollment Booklets
- Open Enrollment Guides
- Open Enrollment Mailings
- Virtual Open Enrollment
- Flu Shot Clinics Background
- Flu Clinic Currently Open
- Planning and Communication
- Member Experience

Commissioner Breslin recalled the guide from last year and wanted to know if it will be the same version and serve as a reference for open enrollment changes. Mitchell Griggs, COO, clarified that a more refined version, specific to open enrollment, will be sent to members in October. He also clarified that the version Commissioner Breslin pointed out will be available online in October with hard copies available in December. Commissioner Hao commended Mr. Griggs and his staff for the thoughtful creativity behind the planned Open Enrollment virtual sessions available for members. Commissioner Zvanski asked how retirees are being notified of Open Enrollment. Mr. Griggs explained that retirees are included in the Open Enrollment mailing and the department reaches out to retiree associations. Mr. Griggs also shared that the SFHSS website and e-news will serve as public notification as well.

President Follansbee applauded the increase in e-news memberships and encouraged the Board to remind and invite members to join the e-news subscriptions. President Follansbee asked Mr. Griggs to comment on the security of the e-benefits system. Mr. Griggs stated that the self-service platform is the city's system, the same system used by employees to conduct business, and is trusted for private information such as payroll and many more services. Mr. Griggs pointed out that the portal also houses benefits and will continue to encourage members to participate in the self-service portal. Mr. Griggs thanked the Board for sharing these will members.

Commissioner Canning asked if members can call the Member Services center for assistance using the online portal. Mr. Griggs stated staff will offer technical support in conjunction with the step-by-step written instructions and videos found on the website. Commissioner Zvanski noted that some retirees may not have computers and thanked the Mr. Griggs for printed material being available.

President Follansbee reiterated that the flu clinics will be available before the regular flu season and recommended getting your flu shot this year.

PUBLIC COMMENT: None

Break: 2:27pm-2:37pm

After the short break, Commissioner Zvanski requested Director Yant and Mitchell Griggs review an unidentified solicitation postcard she received about medical plan updates that may cause concern or confusion for our Members. Director Yant reassured Commissioner Zvanski the postcard was not sent by the Health Service System and suggested Commissioner Zvanski send a picture of the postcard to the Board Secretary for staff to assess the content.

9. APPROVAL OF SECTION 125 CAFETERIA PLAN UPDATES: (Action)

The Cafeteria Plan 2021 Annual Update presentation deck can be located on the SFHSS website at <https://bit.ly/33sOBiZ>

Mitchell Griggs, Chief Operating Officer, presented on the Cafeteria Plan 2021 Annual Updates to the Board, and the following content:

- Summary of Proposed Changes

- San Francisco Health Service System Section 125 Cafeteria Plan updates

STAFF RECOMMENDATION: Approve Section 125 Cafeteria Plan Updates

PUBLIC COMMENT: None

Vice President Canning moved to approve the revised Cafeteria Plan as presented. Commissioner Hao seconded the motion.

ACTION: The Health Service Board unanimously approved the Section 125 Cafeteria Plan updates.

10. APPROVAL OF REVISIONS TO HEALTH SERVICE SYSTEMS MEMBERSHIP RULES: (Action)

The Health Service System Membership Rules Revisions presentation deck can be located on the SFHSS website at <https://bit.ly/32wizrK>

Mitchell Griggs, Chief Operating Officer, presented on the Health Service System Membership Rules Revisions to the Board, and the following content:

- Summary of Proposed Policy Changes for the Health Service System Rules
- Health Service System Rules updates

Commissioner Zvanski asked how many members support disabled adult dependents with their insurance that may be affected by the Member Rule revision. Mitchell Griggs stated there are less than 10.

STAFF RECOMMENDATION: Approve Revised Member Rules

PUBLIC COMMENT: None

Commissioner Hao moved to approve the proposed revisions to the Health Service System Membership Rules updates. Commissioner Breslin seconded the motion.

ACTION: The Health Service Board unanimously approved the revisions to the Health Service System Membership Rules updates.

11. PRESENTATION OF SFHSS Q2 2020 COST, UTILIZATION, and QUALITY DASHBOARD: (Discussion)

The SFHSS Q2 2020, Cost, Utilization, and Quality Dashboard presentation deck can be located on the SFHSS website at <https://bit.ly/33rdHyl>

Rin Coleridge, Enterprise Systems and Data Analytics Manager, presented on the SFHSS Q2 2020, Cost, Utilization, and Quality Dashboard to the Board, and the following content:

- Express Dashboard Notes
- COVID-19 Dashboard Notes
- Key Observations
- CCSF Non-Medicare Dashboard
- CCSF Medicare Dashboard

President Follansbee asked how the categories are generated and asked if it is only from claims data. Rin Coleridge, Enterprise Systems, and Data Analytics Manager shared the IBM program logic has set definitions such as age, conditions, risk scores, etc. President Follansbee asked how SFHSS is addressing the health conditions/needs identified in the report. Director Yant stated that the Health Service System's Strategic Plan addresses the efforts needed to support /implement programs to assist members with identified high-cost and complex and chronic care needs.

PUBLIC COMMENT: None

12. REPORT ON COVID-19 FINANCIAL UPDATE (Discussion)

The COVID-19 Financial Update presentation deck can be located on the SFHSS website at <https://bit.ly/35FbwdA>

Mike Clarke, Aon, presented a COVID-19 Financial Update to the Board, and the following content:

- COVID-19 Financial Update
- SFHSS Specific Data-Claims Suppression Impacts
- COVID-19 Financial Update-Health Plan Actions
- COVID-19 Financial Update-Returned Amounts

DOCUMENTS ATTACHED: COVID-19 Financial Update

PUBLIC COMMENT: None

13. REPORT ON DELTA DENTAL RETIREE PLANS REVISED 2021 RATES RENEWAL (Action)

The Delta Dental Retiree Plans Revised 2021 Rates Renewal presentation deck can be located on the SFHSS website at <https://bit.ly/2Ru0BuW>

Mike Clarke, Aon, presented the Delta Dental Retiree Plans Revised 2021 Rates Renewal to the Board, and the following content:

- Dental Retiree Plans and Recommendations
- SFHSS Specific Data-Dental Claim Suppression
- Preface for Today's Delta Dental Retiree Plans
- COVID-19 Pandemic Claim Suppression Impacts
- SmileWay Benefit Improvement Recommendation (for Delta Dental Active and Retiree PPO Plans)
- 2021 Delta Plan Rating Renewal Summary-Revised
- 2021 Dental Plan Rating Renewal-Approved on June 11
- 2021 Retiree Delta Dental Revised Rates -reflects COVID Suppression, Before SmileWay PPO Enhancement
- 2021 Retiree Delta Dental Revised Rates -reflects COVID Suppression, With SmileWay PPO Enhancement (Recommended)
- 2021 Dental Plan Revisions--Recommendations

Commissioner Breslin noted that active members need to know about this SmileWay benefit to utilize as a preventative care measure and also noted the challenge to encourage retirees to enroll in this benefit. Commissioner Breslin asked how many members are currently enrolled in the program and how will the increase be paid. Mike Clarke, Aon confirmed that both active and retirees have access to this benefit. He also stated that the benefits are part of the program and the recommendations will alleviate the accumulation of periodontal claims for the root planning to the annual maximum for both active and retiree members. Commissioner Breslin also noted a member emailed the Board to request improvement in the SmileWay enrollment process. Director Yant stated that a campaign was poised to launch before the pandemic and the website has been updated to offer more information. Director Yant said the enrollment number is known and can be shared as a follow-up.

Commissioner Hao asked how this benefit will affect the premiums and cost. Mr. Clarke stated the 1.86% increase for the SmileWay benefit improvement will be embedded in the 2021 retiree PPO premium. President Follansbee reminded the Board that underutilization has been an issue and needs to be addressed for resolution. President Follansbee also requested clarification in the procedure for members to submit written public comments.

Commissioner Zvanski asked if there are additional requirements to enroll in the SmileWay program. Mike Clarke clarified that there are 5 clinical conditions that qualify a member for the SmileWay program eligibility, if a member has any one of those five conditions: diabetes, heart disease, HIV/AIDS, rheumatoid arthritis, and stroke. President Follansbee noted that a Delta Dental representative is available to respond on.

PUBLIC COMMENT: Richard Rothman, member, expressed his aggravation with previous experience using the SmileWay and requested the enrollment procedures and health requirements are clear.

Commissioner Zvanski motioned to adopt recommendations as delineated by Aon. Chris Canning seconded the motion.

ACTION: The Health Service Board unanimously approved the revised Delta Dental Retiree 2021 Plan Rate Renewal and SmileWay Benefit Enhancement for active and retirees

14. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES: (Discussion)

Sharen Stanek-Lowe, Delta Dental of California representative, clarified that members are only charged for claim utilization. She also noted that 1.4% is an estimate claim cost. Sharon explained that there are two ways to enroll in the program, enrolling by phone or the member portal and electing the SmileWay program. Sharen Stanek-Lowe noted that the enrollment is activated almost immediately although it may take 24 hours for the dentist to see benefits. Sharen Stanek-Lowe re-iterated campaign plans were tabled due to COVID-19 and excited to resume as soon as they appropriate. She reported as of February 2020, there are 430 retirees and 336 of those members sought services with \$91,000 in claims paid by Delta Dental; there are 147 active members and 102 of those members utilized the benefits, with almost \$27,000 in claims paid by Delta Dental. Delta Dental will submit updated claim information to Aon and SFHSS in Q4.

Sharen Stanek-Lowe announced that, in response to member Richard Rothman's public comment at a previous Board meeting as well as today's comment, the Delta Dental communications and legal team is working to improve the content on the benefits highlight sheet and SmileWay fliers (a flier active members and a flier for retirees) to address how the program interacts with the overall plan design.

Kate Kessler, Kaiser Permanente, announced that the mental health contract with Magellan will end on October 25, 2020. Kessler noted that fewer than 2% of their members are being treated with mental health services by Magellan therapists. To ensure a smooth transition Kaiser will cover members through October 25, 2021.

Debbie McConathy, Kaiser Permanente, echoed President Follansbee's recommendation for members to schedule their annual flu shots. Debbie McConathy reminded the Board that there will be walk-up flu shot locations with dates, times, and locations posted on the kp.org/flu website. She mentioned that if a Kaiser member comes in for an appointment, they can request a flu shot at that time.

PUBLIC COMMENT: None

15. OPPORTUNITY FOR THE PUBLIC TO COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION: (Discussion)

PUBLIC COMMENT: None

16. OPPORTUNITY TO PLACE ITEMS WITHIN THE BOARD'S JURISDICTION ON FUTURE AGENDAS: (Discussion)

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Commissioner Zvanski asked for confirmation if appointments for indoor and walk-up flu shot clinics are needed after September 14th. Debbie McConathy, Kaiser Permanente said appointments are recommended, however, walk-ups will be accepted.

PUBLIC COMMENT: None

17. ADJOURNMENT: 4:25pm

Summary of Health Service Board Rules Regarding Public Comment

- A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
- A member may comment on any matter within the Board's jurisdiction as designated on the agenda.

Health Service Board and Health Service System Web Site: <http://www.sfhss.org> Disability Access

Regular Health Service Board meetings are held at City Hall, 1 Dr. Carlton B. Goodlett Place, in Hearing Room 416 at 1:00 PM on the second Thursday of each month. The closest accessible BART station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are #42 Downtown Loop and the #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro stations at Van Ness and Market and Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking in the vicinity of City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex.

Accessible seating for persons with disabilities (including those using wheelchairs) will be available.

To assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity, or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals.

Knowing Your Rights Under the Sunshine Ordinance

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils, and other agencies of the City and County of San Francisco exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, visit the Sunshine Ordinance Task Force website at <http://www.sfgov.org/sunshine>.

Lobbyist Registration and Reporting Requirements

Individuals and entities influencing or attempting to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; web site www.sfgov.org/ethics.

Summary of Health Service Board Rules Regarding Cell Phones and Pagers

- The ringing and use of cell phones, pagers, and similar sound-producing electronic devices are prohibited at Health Service Board and committee meetings.
- The Chair of the meeting may order the removal of any person(s) in violation of this rule from the meeting room.
- The Chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule.

The complete rules are outlined in Chapter 67A of the San Francisco Administrative Code. If any materials related to an item on this agenda have been distributed to the Health Service Board after distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Holly Lopez at 628-652-4646 or email holly.lopez@sfgov.org.

The following email has been established to contact all members of the Health Service Board: health.service.board@sfgov.org.
Health Service Board telephone number: 628-652-4646