



Open Enrollment for Plan Year 2025 and Member Engagement Plans

Health Service Board Meeting • September 12, 2024

Presenter:

Rey Guillen, *SFHSS Chief Operating Officer*

Carrie Beshears, *Well-Being Manager*

Agenda

- What is Open Enrollment
- OE Timeline
- Member Experience
 - Member packets & Benefits Guides
 - Open Enrollment Digital Resources
 - Benefit Fairs & Webinars
 - *NEW* Worksite Promotions
 - Enhanced Customer Service
 - Flu Prevention Campaign
- Success Metrics

What is Open Enrollment?

- The Open Enrollment period is the time each year when all employees can enroll in benefits coverage or change their current benefits coverage for the upcoming calendar year.
 - Change from one plan to another
 - Waive coverage
 - Add/remove dependents from coverage
 - Enroll in Flexible Spending Accounts
- The new benefit choices are effective January 1, 2025.
- A member's current benefits elections (*except for health care and dependent care flexible spending accounts*) will roll over to the 2024 plan year. Members must re-enroll in the flexible spending accounts every year to participate.
- The new benefit choices are effective January 1, 2025.

What is Open Enrollment?

- Required by Section 125 of the Internal Revenue Code to allow employees to pay the employee-share of the premium for health and welfare plan coverage on a pre-tax basis.
- Members that miss the Open Enrollment period or fail to enroll during their first 30 days of employment as a new hire must wait for the 2026 Plan Year Open Enrollment to make changes, unless they experience a Qualifying Life Event (QLE).
- Changes related to a QLE must generally be requested within 30 calendar days for:
 - Loss of other non-SFHSS coverage
 - Marriage/registered domestic partnership
 - Birth/adoption
 - Court-ordered coverage
 - Divorce/termination of registered domestic partnership

Open Enrollment (OE) Timeline

September

Week of 9/24: Open Enrollment Letters Arrive in Mail



9/30: Open Enrollment launches 8 a.m.

9/30: *eBenefits* System Opens 8 a.m.

9/30: sfhss.org/oe2025 Live 8 a.m.

October

10/25: Open Enrollment Ends 5 p.m.

10/25: *eBenefits* System Closes 5 p.m.

10/25: All Mailed letters accepted postmarked by 10/25

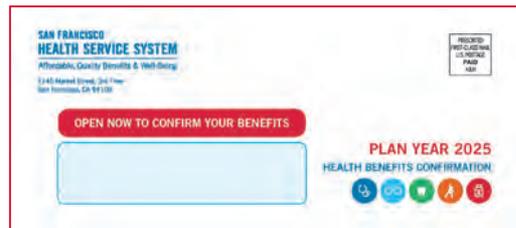
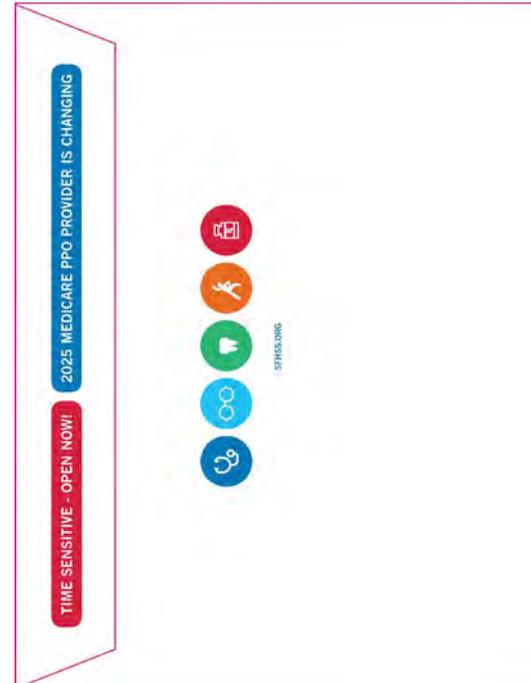
December

12/12: Confirmation Letter Mailed to Members

January

1/1/2025: New Coverage takes Effect

Open Enrollment Letters to be Mailed September 23rd.



91 Custom OE Letters With Rates

SAN FRANCISCO HEALTH SERVICE SYSTEM

September xx, 2024

<<Name Display>> <<Dept.>>
 <<Address1>> <<Address2>>
 <<City>>, <<State>> <<Postal>>

HEALTH BENEFITS OPEN ENROLLMENT

September 30th – October 25th, 2024



Employee ID: <<Emplid>>

OPEN ENROLLMENT STATEMENT

Welcome to San Francisco Health Service System's Open Enrollment! Please read this letter carefully and review your current health benefit elections below. To learn more about your 2025 health benefit options, visit sfhss.org/oe2025. You can also talk to an expert at one of our on-site health fairs, get your annual flu shot at a worksite flu clinic or join any of our Open Enrollment webinars that are available throughout the month of October. You can check your benefits and make your Open Enrollment elections online using **eBenefits**. Visit sfhss.org/ebenefits to get started.

FLEXIBLE SPENDING ACCOUNTS (FSA) DO NOT AUTOMATICALLY RENEW FOR 2025.

If you would like to make Flexible Spending Account (FSA) contributions next year, you must enroll during Open Enrollment. For plan year 2025, you may set aside up to \$3,200 on a pre-tax basis for your Healthcare FSA account. The new carryover amount for 2025 funds will be \$640 into the 2026 plan year. The maximum contribution for Dependent Care FSA remains the same, at \$5,000 for plan year 2025. If you currently have a Healthcare FSA and/or Dependent Care FSA and would like to know your current FSA balance or if you have any questions, call P&A Group at (800) 688-2611 or visit padmin.com.

YOUR CURRENT ENROLLMENT

Individual(s) Enrolled	Medical Plan	Dental Plan	Vision Plan
Member: <<Name Display>>	<<Medical_Plan>>	<<Dental_Plan>>	<<Vis_BuyUp_Plan>>
<<Dep_Coverage>>			
<<DepNAME1>>	<<Dep_MedPlan1>>	<<Dep_DenPlan1>>	<<DEP_VBUYUP_PLAN1>>
<<DepNAME2>>	<<Dep_MedPlan2>>	<<Dep_DenPlan2>>	<<DEP_VBUYUP_PLAN2>>
<<DepNAME3>>	<<Dep_MedPlan3>>	<<Dep_DenPlan3>>	<<DEP_VBUYUP_PLAN3>>
<<DepNAME4>>	<<Dep_MedPlan4>>	<<Dep_DenPlan4>>	<<DEP_VBUYUP_PLAN4>>
<<DepNAME5>>	<<Dep_MedPlan5>>	<<Dep_DenPlan5>>	<<DEP_VBUYUP_PLAN5>>
<<DepNAME6>>	<<Dep_MedPlan6>>	<<Dep_DenPlan6>>	<<DEP_VBUYUP_PLAN6>>
<<DepNAME7>>	<<Dep_MedPlan7>>	<<Dep_DenPlan7>>	<<DEP_VBUYUP_PLAN7>>
<<DepNAME8>>	<<Dep_MedPlan8>>	<<Dep_DenPlan8>>	<<DEP_VBUYUP_PLAN8>>
<<DepNAME9>>	<<Dep_MedPlan9>>	<<Dep_DenPlan9>>	<<DEP_VBUYUP_PLAN9>>
<<DepNAME10>>	<<Dep_MedPlan10>>	<<Dep_DenPlan10>>	<<DEP_VBUYUP_PLAN10>>

For help, call Member Services at (628) 652-4700 or visit sfhss.org. Telephone hours are Monday, Tuesday, Wednesday, and Friday 9 a.m. to Noon and 1 p.m. to 5 p.m. and Thursday 10 a.m. to Noon and 1 p.m. to 5 p.m. Visit sfhss.org/oe2025 for downloadable plan documents and Benefits Guides. **Open Enrollment ends October 25, 2024, at 5 p.m. PST.**

Please see reverse side for more information. CSF-RL

Biweekly Health Plan Premium Contributions Effective January 1, 2025

<<Union_Name>>

MEDICAL PLANS	HEALTH NET CANOPYCARE HMO		KAISER PERMANENTE HMO		BLUE SHIELD OF CALIFORNIA					
	You Pay	Employer Pays	You Pay	Employer Pays	TRIO HMO		ACCESS+ HMO		PPO	
Employee Only	\$25.57	\$339.70	\$28.48	\$378.31	\$31.98	\$424.82	\$37.60	\$499.59	\$182.80	\$499.59
Employee +1	\$51.01	\$677.69	\$56.82	\$754.93	\$63.82	\$847.93	\$75.08	\$997.46	\$326.19	\$997.46
Employee +2 or More Dependents	\$175.16	\$855.18	\$195.13	\$952.72	\$219.19	\$1,070.17	\$257.87	\$1,259.02	\$611.38	\$1,259.02

DENTAL PLANS	DELTA DENTAL PPO		DELTA DENTAL USA DHMO		UNITEDHEALTHCARE DENTAL DHMO	
	You Pay	Employer Pays	You Pay	Employer Pays	You Pay	Employer Pays
Employee Only	\$2.31	\$23.58	\$0.00	\$12.22	\$0.00	\$11.51
Employee +1	\$4.62	\$49.75	\$0.00	\$20.16	\$0.00	\$19.05
Employee +2 or More Dependents	\$6.92	\$70.76	\$0.00	\$29.82	\$0.00	\$28.18

VISION PLANS	VSP PREMIER*
	You Pay
Employee Only	\$5.48
Employee +1	\$8.36
Employee +2 or More Dependents	\$17.09

*Enrollment in the VSP Premier Plan requires that all dependents enrolled in medical coverage also be enrolled in the VSP Premier Plan.

VOLUNTARY BENEFITS

SFHSS has partnered with **Workterra** to provide members with group discount rates for group term-life, short-term disability, critical illness, AD&D, and pet insurance along with legal plan and identity theft protection services to help you save money and protect your savings if an unexpected and unfortunate situation should arise. You may enroll by contacting **Workterra** at (866) 528-5360 or online at <https://myapps.sfgov.org> (click on the **Workterra** tile). You can self-enroll, dis-enroll, or confirm any existing elections online. For more information, visit sfhss.org/voluntary-benefits.

1145 Market St., 3rd Floor, San Francisco, CA 94103 | Phone: (628) 652-4700 | Fax: (628) 652-4701 | sfhss.org

10 Confirmation Letters

SAN FRANCISCO HEALTH SERVICE SYSTEM

December x, 2024



YOUR 2025 HEALTH BENEFITS ELECTIONS

<<Name Display>> <<Dept>>
 <<Address1>> <<Address2>>
 <<City>>, <<State>> <<Postal>>

2025 Health Benefits Enrollment Confirmation Statement Employee ID: <<EmpId>>

Please review this summary of your SFHSS health benefit elections for Plan Year 2024. If the information is incorrect, please call Member Services at (628) 652-4700 or (800) 541-2266 by **Friday, December 20, 2024, at 5 p.m. PST.**

Individual(s) Enrolled	Medical Plan	Dental Plan	Vision Plan
Member: <<Name Display>>	<<Medical_Plan>>	<<Dental_Plan>>	<<Vis_BuyUp_Plan>>
<<Dep_Coverage>>			
<<DepNAME1>>	<<Dep_Medplan1>>	<<Dep_Denplan1>>	<<DEP_VBUYUP_PLAN1>>
<<DepNAME2>>	<<Dep_Medplan2>>	<<Dep_Denplan2>>	<<DEP_VBUYUP_PLAN2>>
<<DepNAME3>>	<<Dep_Medplan3>>	<<Dep_Denplan3>>	<<DEP_VBUYUP_PLAN3>>
<<DepNAME4>>	<<Dep_Medplan4>>	<<Dep_Denplan4>>	<<DEP_VBUYUP_PLAN4>>
<<DepNAME5>>	<<Dep_Medplan5>>	<<Dep_Denplan5>>	<<DEP_VBUYUP_PLAN5>>
<<DepNAME6>>	<<Dep_Medplan6>>	<<Dep_Denplan6>>	<<DEP_VBUYUP_PLAN6>>
<<DepNAME7>>	<<Dep_Medplan7>>	<<Dep_Denplan7>>	<<DEP_VBUYUP_PLAN7>>
<<DepNAME8>>	<<Dep_Medplan8>>	<<Dep_Denplan8>>	<<DEP_VBUYUP_PLAN8>>
<<DepNAME9>>	<<Dep_Medplan9>>	<<Dep_Denplan9>>	<<DEP_VBUYUP_PLAN9>>
<<DepNAME10>>	<<Dep_Medplan10>>	<<Dep_Denplan10>>	<<DEP_VBUYUP_PLAN10>>

Annual Healthcare FSA: <<HCFSA_ANNUAL_PLEDGE>>
 Annual Dependent Care Assistance FSA: <<DCFSA_ANNUAL_PLEDGE>>

If this Confirmation Statement is accurate, you do not need to take any action.

Our telephone hours are Monday, Tuesday, Wednesday, and Friday, 9 a.m. to Noon and 1 p.m. to 5 p.m., and Thursday from 10 a.m. to Noon and 1 p.m. to 5 p.m.

Note: SFHSS can only correct administrative errors. If you missed the Open Enrollment deadline or simply changed your mind, you will need to wait until the next Open Enrollment period to change your benefits.

Voluntary benefits are administered by WORKTERRA. To check your voluntary benefit elections, contact WORKTERRA directly at (888) 604-3771.

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CSF

SAN FRANCISCO HEALTH SERVICE SYSTEM

2025 <<DED_SCHED>> Employee Healthcare Payroll Deductions

Medical (includes VSP Basic Vision Plan)	<<Med_Covrg>>	<<EE_MED_CUR>>
Dental	<<Dental_Covrg>>	<<EE_DEN_CUR>>
Vision	<<Vis_BuyUp_Covrg>>	<<EE_VBUYUP_CUR>> ¹
Healthcare FSA		<<HCFSA_BIWEEKLY>>
Dependent Care Assistance FSA		<<DCFSA_BIWEEKLY>>
Total <<DED_SCHED>> Deductions		<<Total_Deds>>²

¹The cost for the VSP Basic Vision Plan is included in your medical premium. There is no additional cost. ²Deductions listed here do not include Voluntary Benefits.

Employees represented by <<Union_Name>> are automatically enrolled in:

<<LTD_YesNo>> <<LTD_Plan>> <<LIFEINS_YESNO>> <<Life Plan>> <<VDT>>

Important Information for 2025

2025 Health Premium Deductions will appear on your first paycheck beginning in January 2024.

Do you still have Healthcare FSA Funds for 2024? Expenses must be incurred by December 31, 2024. Reimbursements must be submitted no later than March 31, 2025. Check admin.com for more details. Remaining 2024 Healthcare FSA funds from \$10 to \$510.00 will carryover for you to use in 2025. Visit sfhss.org/flexible-spending-accounts-fsa for more information.

Health Plan ID Cards. All members who switched plans during Open Enrollment and all existing Blue Shield of California Access+ HMO members will receive a new identification card in the mail before January 1, 2025.

Switching to an HMO Medical Plan? Newly enrolled members in Health Net CanopyCare, Blue Shield of CA Access+ or Trio HMOs will have a primary care physician (PCP) auto-assigned. To choose a different PCP, please call the member services number on back of your health plan ID card.

Get a Free Flu Shot through Your Health Plan. Go to sfhss.org/well-being/flu-prevention for more details.

Dependent Eligibility May Be Audited by SFHSS at Any Time

Stay in Compliance and Review Your Dependent Coverage. SFHSS Member Rules require all members to notify SFHSS within 30 days of when a dependent becomes ineligible. Dependent eligibility may be audited by SFHSS at any time.

If you added a dependent during Open Enrollment but did not provide the required documentation demonstrating eligibility for SFHSS benefits by the supplied deadline, your added dependent will be removed from coverage starting January 1, 2025.

1145 Market Street, 3rd Floor, San Francisco, CA 94103 | Phone: (628) 652-4700 | Fax: (628) 652-4701 | sfhss.org

Retiree OE Booklet and Retiree Self-Service Instructions

SAN FRANCISCO HEALTH SERVICE SYSTEM

Retirees

Step-by-Step Open Enrollment Guide

STEP 1: Review your Open Enrollment Letter for current health, dental and vision elections and new 2025 rates. Determine if you want to make any changes.

If you have no changes to your existing elections, you do not need to take any further action.

STEP 2: Are you making changes to your health plan benefits?

- IF YES:** review the options areas of the medical plan available to you. Non-Medicare retirees go to page 6. Retirees with Medicare go to page 7.
- IF NO:** proceed to **Step 3**.
- Next, review the medical plan benefits. Retirees without Medicare go to pages 8 to 11. Retirees with Medicare go to pages 12 to 13.
- If you are interested in an HMO plan, we encourage you to call the health plan and check the availability of Primary Care Physicians (PCP) that are accepting new patients in your area. You will be auto-assigned a PCP but can change your PCP to another provider at any time if you are not satisfied.
- Review your rates on the back of your enclosed Open Enrollment letter.
- In **eBenefits**, complete the **Choose a Medical Plan** page.

STEP 3: Are you making changes to your vision benefits?

- IF YES:** review the vision benefit options on page 14.
- You must be enrolled in a medical plan to receive Vision benefits.
- Enrollment in the VSP Premier Plan requires that all dependents enrolled in medical coverage be enrolled in the VSP Premier Plan.
- In **eBenefits**, complete the **Enroll in a Vision Premier Plan** page.

STEP 4: Are you making changes to your dental benefits?

- IF YES:** review your dental benefit options and associated costs on page 15, and in **eBenefits**, complete the **Enroll in a Dental Plan** page.
- IF NO:** then proceed to **Step 5**.

STEP 5: Enroll online using **eBenefits**.

Refer to the Self-Service instructions attached to your Open Enrollment letter or go to sfhss.org/benefits to get started. Be sure to click **Save and Continue** through each screen. **You must click Submit** at the end in order to complete your enrollment otherwise your elections will not be recorded.

If you are unable to enroll online, download an Enrollment Application form and return your form and documentation by fax, mail, or hand-deliver to SFHSS.

Our mailing address is: **1145 Market Street, 3rd Floor, San Francisco, CA 94103** or fax to: **(628) 652-4701**.

To download an Enrollment Application form, go to sfhss.org/oe2025.

STEP 6: You'll receive your Confirmation Statement in the mail from SFHSS in December.

Please review the Statement to make sure your benefit elections are correct. Changes made during Open Enrollment take effect January 1, 2025.

The Open Enrollment deadline is October 25, 2024, 5:00 p.m. PST.

REF-SS

WELCOME TO eBENEFITS ONLINE OPEN ENROLLMENT INSTRUCTIONS

ENROLL ONLINE TODAY

You can use your computer, tablet, or smart phone to access **eBenefits** at any time during **Open Enrollment** between **September 30th** and **October 25th, 2024**. The enrollment deadline is at **5 p.m. PST on October 25, 2024**.

To get started, go to the **City and County of San Francisco's Employee Portal** at <https://myapps.sfgov.org>

If you have not previously registered for **eBenefits**, you will need to register and set up your account (one time only).

Register by clicking on **"First time registration for Retirees, City College or SFUSD"** found at the bottom of the log in window on <https://myapps.sfgov.org>

For more information about how to register with **eBenefits** for the first time or to learn how to make benefit elections online using **eBenefits**, visit our website at <https://sfhss.org/benefits>

Use one of the following supported internet browsers:
Safari, Chrome, Firefox or Microsoft Edge.

Do not use Internet Explorer. Due to security issues, we are no longer supporting Internet Explorer.

GETTING STARTED

- Go to <https://myapps.sfgov.org> to log in, and click on the SF employee portal tile from the **MyApps** dashboard.
- Click on the **Open Enrollment** link on the Alerts tab on the SF Employee Portal page.
- Once in **eBenefits**, be sure to click **Save and Continue** through each screen. **You must click Submit** at the end of the process in order to complete your enrollment otherwise your elections will not be recorded.
- Enter your elections and submit your choices by **5 p.m. PST on October 25, 2024**. If you are adding new dependents, you will need to submit supporting documentation, which can be uploaded in **eBenefits**.

DO NOT FORGET TO SAVE A COPY OF YOUR ENROLLMENT SUMMARY STATEMENT

You can print or save a PDF copy of your benefit elections summary for your records after they have been submitted by clicking the printer icon when your enrollment is complete.

REF-SS-Instructions

to you to set up **Multi-Factor** access only after presenting at least two

to retrieve a paper Retiree Health Benefits

the retirement paperwork from your City to SFHSS for processing. You will not in-line.

ation including email, home, and mailing your health benefits, including your

myapps.sfgov.org/benefits

the City and County of San Francisco's the hours of 7:30 a.m. to 5 p.m., Monday and some additional information to validate Enrollment link does not work,

from 9 a.m. to Noon and 1 p.m. to

REF-SS-Instructions

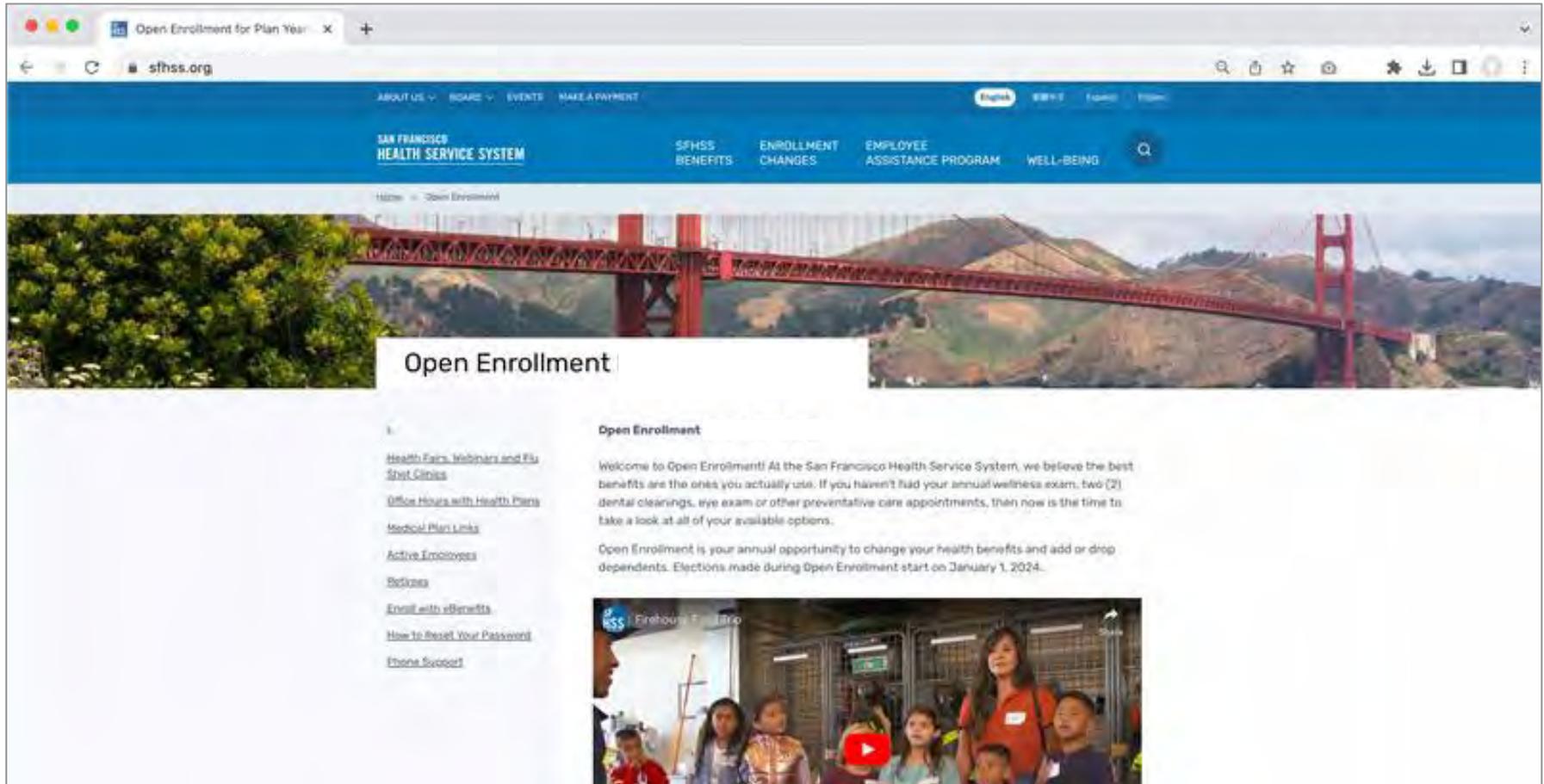
2025 Health Benefits Guides*



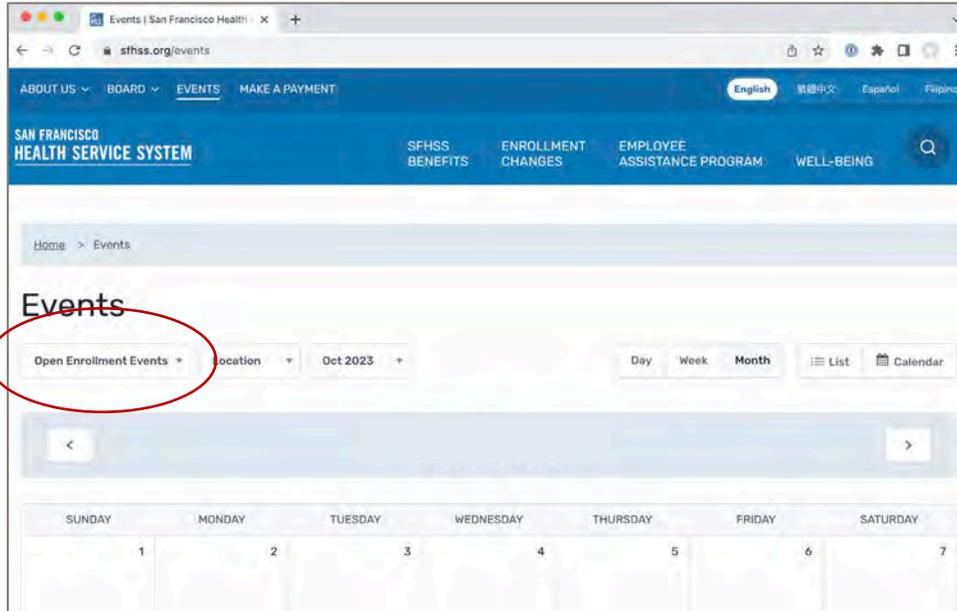
*Court and MEA are consolidated into the City and County of San Francisco Guide.

Comprehensive OE Resource Hub at sfhss.org/oe2025

Open Enrollment Resource Hub will go live on September 30, 2024.



OE Calendar Events



sfhss.org/oe2025/calendar is where you will find a variety of Open Enrollment events:

- 18 Webinars
- 3 Benefit Fairs
- 19 Flu Clinics

Click on "Open Enrollment Events".

Member Experience – Weekly Emails

SFHSS will distribute weekly emails reminding members about upcoming webinars, health fairs, vendor office hours where they can get one-on-one help, and deadlines.



The graphic features five circular icons at the top: a blue circle with a white stethoscope, a light blue circle with white glasses, a green circle with a white tooth, an orange circle with a white person walking, and a red circle with a white pill bottle. Below the icons, the text reads: "HEALTH BENEFITS OPEN ENROLLMENT" in blue, followed by "SEPTEMBER 30th - OCTOBER 25th, 2024" in red. A horizontal line separates this from the main text. The main text includes the heading "Open Enrollment is Coming Soon!" in blue, followed by two paragraphs of black text. The first paragraph discusses the importance of preventative care. The second paragraph invites members to learn about their benefits and make changes during the "Open Enrollment" period for the "2025 Plan Year." At the bottom, it states "This year, Open Enrollment starts Monday, September 30, 2024 and" in red.

HEALTH BENEFITS OPEN ENROLLMENT
SEPTEMBER 30th - OCTOBER 25th, 2024

Open Enrollment is Coming Soon!

The best benefits are the ones you will use. If you haven't had your annual wellness exam, dental cleanings, eye exam, or any other preventative care appointments this year, then we urge you to take a second look at all of the benefits available to you and decide if there's another plan that better meets your needs.

The San Francisco Health Service System (SFHSS) is pleased to invite you to learn about your benefits and make changes to your elections during the [Open Enrollment](#) period for the **2025 Plan Year**.

This year, **Open Enrollment** starts **Monday, September 30, 2024** and

Member Experience – Four Benefit Fairs

Date & Time	Location
October 1, 9 a.m. – 3 p.m.	SF City Hall – Open to ALL SFHSS Members
October 2, 7:30 a.m. – Noon	*PUC – Hetch Hetchy
October 3, 11 a.m. – 1 p.m.	*SFO – Morning
October 3, 10 p.m. – 11:30 p.m.	*SFO – Evening
October 9, 7 a.m. – 1 p.m.	*SF Public Works – Operations Yard

*Closed event for only department employees.

Member Experience – 18 Webinars Scheduled

Date & Time	Topic
September 30 at Noon September 8 at Noon October 21 at Noon	General Medical Plan Benefits Overview for Active Employees & Early Retirees
October 2 at Noon October 10 at 11 a.m. October 15 at 11 a.m.	General Medical Plan Benefits Overview for Medicare Retirees
October 10 at 11 a.m. October 16 at 11 a.m.	Dental/Vision Active Employees CCSF, MEA & Courts
October 7 at 10 a.m. October 17 at 10 a.m.	Dental/Vision Retirees
October 17 at Noon October 23 at Noon	FSA for CCSF, MEA & Courts
October 8 at 5:30 p.m. October 22 at Noon	Voluntary Benefits for CCSF, MEA & Courts
October 7 at Noon	MEA Flex Credits & Voluntary Benefits
October 8 at 10 a.m. October 15 at 1 p.m. October 23 at 11 a.m.	Deep Dive into the NEW Blue Shield of California MAPD-PPO Plan

Member Experience – Worksite OE Promotion

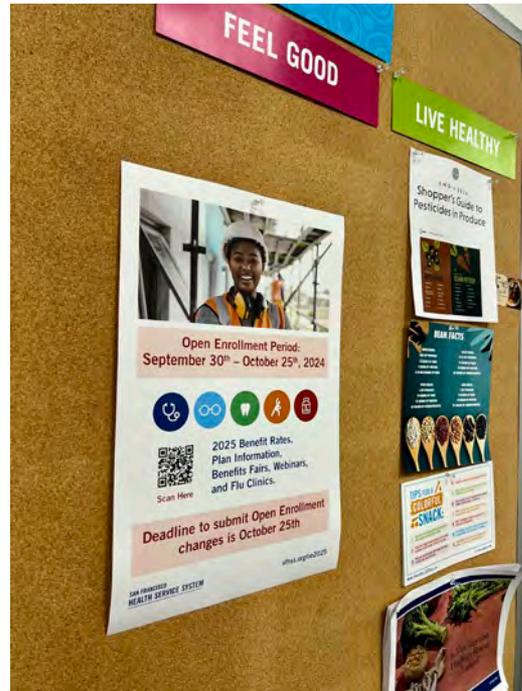
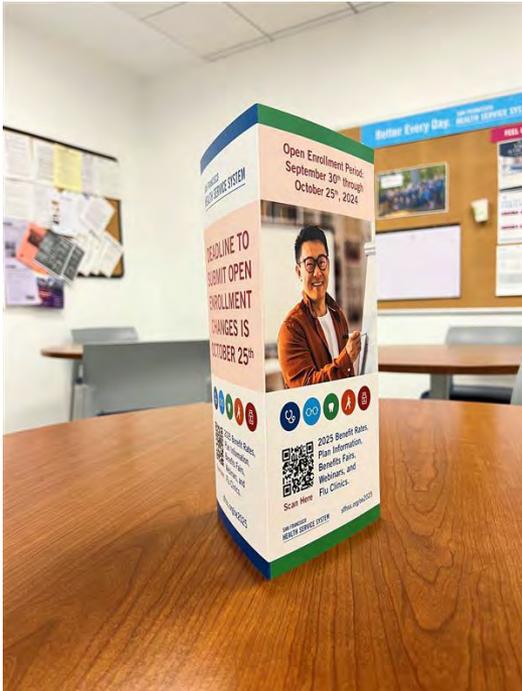


Table Tents and Posters

To reach more members, especially those who do not have computer access through work or whose departments are not on the city-wide email distribution list for sfgov.org email addresses.

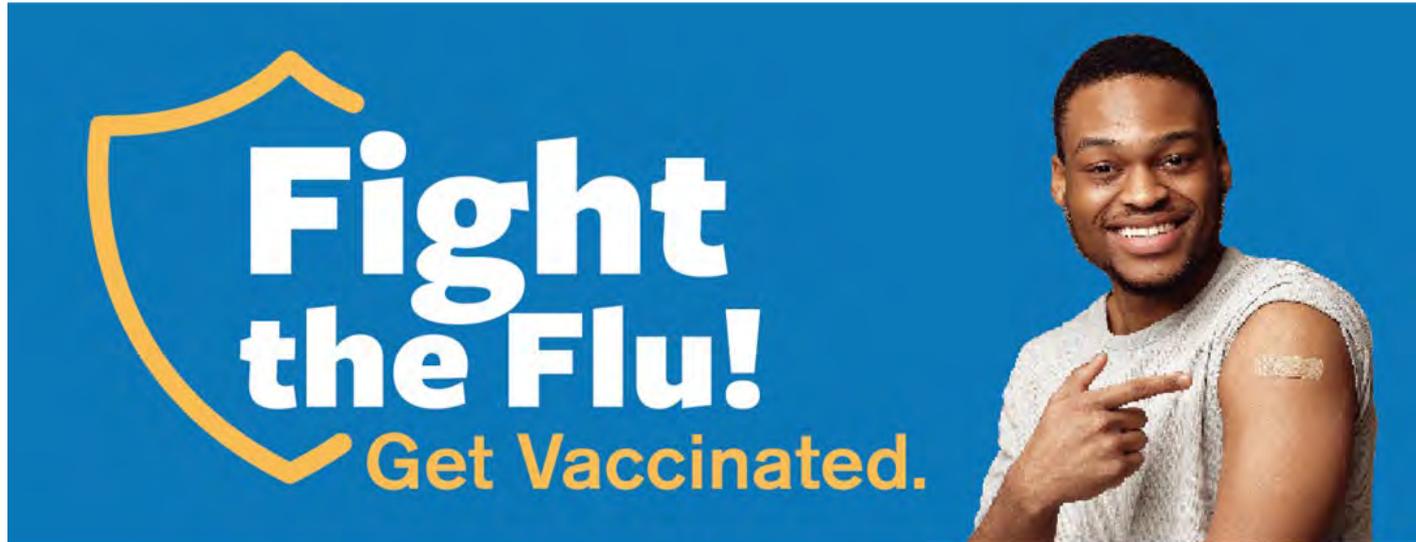
We have created posters and table tents for their break rooms and partners with Well-Being Champions to help us distribute and promote Open Enrollment events and deadlines.

Member Experience - Enhanced Customer Service



Enhanced Customer Service

- Blue Shield Concierge Call Center
- VSA Call Center Support
- Vendor Office Hours
- In-person Support (onsite Blue Shield agent)



SFHSS Flu Prevention Campaign & Clinics

Flu Email Communications



Fight the Flu!
Get Vaccinated.

Hello [% member:first_name default="CCSF Employee," %],

Flu can be a serious illness that is easily spread from person to person. The San Francisco Health Service System (SFHSS) is sponsoring [FREE FLU SHOTS](#) for City and County employees starting this month. Fight the Flu - the best way to protect yourself, your family and the community against flu is by getting vaccinated.

For a complete list of dates, times, and locations, please check [SFHSS Flu Prevention Webpage](#) to find the flu shot clinic nearest you.

Interested in getting your flu vaccine now?

You don't have to wait. Get your flu shot through your healthcare provider.

For more information go to:
<https://sfhss.org/well-being/flu-prevention>

blue of california KAISER PERMANENTE healthnet canopy UnitedHealthcare

- **9/23/2024** – Fight the Flu
- **10/7/2024** – It's Not Too Late

sfhss.org/well-being/flu-prevention

Promotional Materials

Fight the Flu!
Get Vaccinated.

Together, Let's Fight the Flu!
Take actions every day to help stop the spread of germs. An annual seasonal flu vaccine is the best way to help protect you against the flu. To learn more, visit [cdc.gov](https://www.cdc.gov).

Get Your Flu Shot. Every Year.
When you get a flu shot, you are not just protecting yourself, you're protecting your family, friends, and co-workers. You can't get flu from a flu shot, but it does take two weeks for the vaccine to reach its full strength.

Stop the Spread.
Cover your nose and mouth with a tissue when coughing or sneezing to help to prevent the spread of germs.

Wash Your Hands for 20 Seconds.
It is important to practice good health habits like washing your hands often. If soap and water are not available, use an alcohol based hand sanitizer.

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM [sfhss.org/well-being/flu-prevention](https://www.sfhss.org/well-being/flu-prevention)

Flu Education Poster

Fight the Flu!
Get Vaccinated.

Protect yourself and those around you by getting your Flu Shot.
The flu vaccine is the best protection against the flu. Flu vaccine reduces risk of flu illness and serious outcomes, and protects vulnerable populations. To find out more, visit [cdc.gov](https://www.cdc.gov).

If you're over 65, You're at Greater Risk.
Getting a flu vaccine is important for protecting yourself. If you are 65 years or older, or if you have asthma, diabetes, or chronic lung disease, you are at a higher risk for developing complications from the flu, such as pneumococcal pneumonia. Wear a mask for an extra layer of protection.

Together, Let's Fight the Flu.
Avoid close contact with people who are sick. Stay home when you are sick, and if you need to be around others, wearing a properly fitted mask is highly recommended to help prevent the spread of germs.

Get Your Flu Shot. Every Year.
When you get a flu shot, you're not just protecting yourself, you're also protecting your partner, family, and friends. You can't get the flu from a flu shot, but it does take two weeks for the vaccine to reach its full strength.

Wash Your Hands for 20 Seconds.
It is important to practice good health habits, such as washing your hands often. If soap and water are not available, use an alcohol-based hand sanitizer.

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM [sfhss.org/well-being/flu-prevention](https://www.sfhss.org/well-being/flu-prevention)

Flu Prevention for Retiree

Fight the Flu!
Get Vaccinated.

2024 Flu Shot Clinics

Stay Healthy this Flu Season.
SFHSS is offering FREE FLU SHOT clinics across the city to protect you and your co-workers from this year's flu virus. No appointments required.

Who is eligible for a flu shot at a worksite clinic?

- Employees from CCSF, USD, CCO, and CRT
- Worksite clinics are not open to spouses/domestic partners and children of city employees.
- Retirees and their spouses/partners of retirees insured through the SFHSS sponsored health plans from the following employers: CCSF, USD, CCO, and CRT.

Be Prepared
This year, you will need to self-report that you received a flu shot to your healthcare provider.

- Bring a city issued ID badge OR your medical provider card
- Plan to arrive [before 9:00am](#) and [bring the Flu Consent and Waiver](#) (forms will also be available onsite)
- Take a picture of the consent form after you receive your flu shot.
- Upload the photo to your online health plan account or email the photo to your health care provider.

City and County of San Francisco Clinic Locations

Date	Time	Locations
September 26	7:30am - 11:30am	Public Utilities Commission, 1000 El Camino Road, Millbrae
October 1*	9:00am-3:00pm	City Hall, 1 Dr. Carlton B. Goodlett Place, South Light Court
October 10	10:00am-2:00pm	Hall of Justice, 450 Bryant St, 6th Floor Auditorium
October 17	9:00am-1:00pm	SF County Fair Building (Golden Gate Park), 1199 9th Ave. Auditorium
October 21	9:00am-2:00pm	49 South Van Ness, Room 132
October 24	9:00am-2:00pm	SF Health Service System, 1145 Market Street, 2nd Floor
October 29	9am - 2:00pm	Human Services Agency, 170 Oles, Bom Auditorium

*This clinic combined with an Open Enrollment benefits fair.

Check Out Other Dept Flu Clinics and locations: www.sfhss.org/well-being/flu-prevention to learn more about the year's flu shot clinic or scan the QR code.

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM [sfhss.org/well-being](https://www.sfhss.org/well-being)

Open Flu Clinics

Fight the Flu!
Get Vaccinated.

SFHSS Sponsored Worksite Flu Clinic Locations

The following clinics have restricted access and are available for:

- First Responders
- Employees that have building access at the listed addresses.

Worksite clinics are NOT for spouses/domestic partners and children of city employees.

For more information on these clinics, please be on the lookout for emails from your department or visit [SFHSS Flu Prevention](https://www.sfhss.org/well-being/flu-prevention).

Date	Time	Location
September 25	8:30pm-5:00pm 10:00pm-12:00am	Department of Emergency Management, 1101 Turk St, Larkin Room
September 27	10:00am-2:00pm	SF Main Public Library, 100 Larkin St, Larkin Room A and B
October 2	9:30am - 12:30pm	SF Department of Public Works, 440 Turk St, Room 223
October 3	11:00am-3:00pm	SF Municipal Transportation Agency (Muni), 601 25th St, Room 239 (25th)
October 6	7:00am-11:00am	SF Public Utilities Commission City Distribution Division, 1800 Outside Ave
October 9*	7:00am-1:00pm	SF Public Works Operations Yard, 1223 Geary Street St
October 10	9:00am-1:00pm	DeYoung Museum, 50 Haysway Tea Garden Dr, Bohlen Conference Room
October 15	7:00am-11:00am	SF Public Utilities Commission Westwaterline Enterprise, 750 Phelan Street Building 830 Conference Room
October 16	9:00am-2:00pm	SF Police Department Head Quarters, 1243 3rd St, Conference Room 1020
October 23	9:00am-1:00pm	SF Public Utilities Commission, 125 Golden Gate, O'Shaughnessy Conference Room
October 30	10:00am-2:00pm	SF Police Department Operations, 2995 Evans Ave, 3rd Fl Conference Room

*This clinic combined with an Open Enrollment benefits fair

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM [sfhss.org/well-being/flu-prevention](https://www.sfhss.org/well-being/flu-prevention)

Closed (Restricted Flu Clinics)

[sfhss.org/well-being/flu-prevention](https://www.sfhss.org/well-being/flu-prevention)

Be Prepared – Know Before You Go

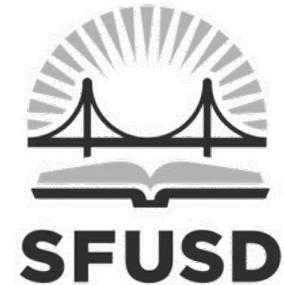
1. Complete and print the [Flu Consent and Waiver form link](#)
2. Identify the desired clinic you'd like to attend.
No sign up's required.
3. Bring a city issued ID badge OR your medical provider card.
4. Self-report your flu shot to your healthcare provider.
5. Take a picture of the final consent form after you receive your flu shot.
6. Upload the photo to your online health plan account or email the photo to your health care provider.



sfhss.org/well-being/flu-prevention

Who Can Get a Flu Shot?

- CCSF, SFUSD, CCD and CRT employees and retirees.
- Spouses/domestic partners of retirees.



sfhss.org/well-being/flu-prevention

Flu Clinic Schedule

Date	Time	Locations
October 10	9 a.m. - 1 p.m.	DeYoung Museum, 50 Hagiwara Tea Garden Drive
October 10**	10 a.m. - 2 p.m.	Hall of Justice, 850 Bryant St, 6th Floor Auditorium
October 15	7 a.m. - 10:30 a.m.	PUC-WWE-SEP, 750 Phelps Street
October 16	9 a.m. - 2 p.m.	SFPD Headquarters, 1245 – 3rd Street
October 17**	8 a.m. - 1 p.m.	SF County Fair Building (Golden Gate Park), 1199 9th Ave, Auditorium
October 21**	9 a.m. - 2 p.m.	49 South Van Ness, Room 132
October 23	9 a.m. - 1 p.m.	PUC Headquarters, 525 Golden Gate Ave
October 24**	9 a.m. - 2 p.m.	San Francisco Health Service System, 1145 Market Street, 2nd Floor
October 30	10 a.m. - 2 p.m.	San Francisco Police Department - MTA/Forensics Bldg.
October 31**	9 a.m. - 2 p.m.	Human Services Agency, 170 Otis, Born Auditorium

****Open Clinic**

Flu Clinic Schedule

Date	Time	Locations
September 25	1 p.m. - 5 p.m.	DEM Clinic 1, 1011 Turk St, San Francisco, CA 94102
September 25	10 pm. - Midnight	DEM Clinic 1, 1011 Turk St, San Francisco, CA 94102
September 26**	7:30 a.m. - 11:30 a.m.	Public Utilities Commission, 1000 El Camino Real, Millbrae
September 27	10:30 a.m. - 2:30 p.m.	Public Library, 100 Larkin St.
October 1***	9 a.m. - 3 p.m.	City Hall, 1 Dr. Carlton B. Goodlett Place, South Light Court
October 2	9:30 a.m. - 12:30 p.m.	San Francisco Department of Homelessness & Supportive Housing , 440 Turk Street
October 3	11 a.m. - 3 p.m.	MTA-MME, 601 25th Street
October 8	7:30 a.m. - 11:30 a.m.	PUC-CDD, 1980 Oakdale Ave.
October 9***	7 a.m. - 1 p.m.	San Francisco Public Works Operations Yard, 2323 Cesar Chavez

**Flu clinics combined with an Open Enrollment Benefit Fair*

***Open Clinic*

Open Enrollment Success Metrics – Flu Clinics

Goal – 9% increase in vaccines administered in 2024 compared to 2023.

	2023 Actual	2024 Goal
Flu Vaccines Administered	2,088	2,275 projected

Operations Open Enrollment Success Metrics

Member Engagement



Weekly OE Email Engagement
Goal: > 50% Open Rate and 20% Click Rate



SFHSS OE Website Engagement
Goal: > 100 seconds
Top Visited OE Pages on sfhss.org
Goal: Increase Visits to Retiree Page by 10% from PY



Webinar Engagement
Goal: > 50+ webinar attendees

Call Center Support



Average Speed to Answer
Goal: < 180 secs



Abandonment Rate
Goal: < 10%



Average Handle Time
Goal: < 10 min



First Contact Resolution
Goal: > 75%

Conclusion



Don't forget to...



... this October!