

# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

## MEMORANDUM

DATE: September 14, 2017  
TO: Randy Scott, President, and Members of the Health Service Board  
FROM: Mitchell Griggs, Acting Executive Director SFHSS  
RE: August 2017 Board Report

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### HSS Personnel

- 1209 – Recruitment underway for one PCS Benefit Technician position and two TEX positions.
- 5320 - Illustrator and Art Designer; interviews are complete, offer being prepared
- 1802 - Research Assistant; job is being posted
- 1694 – Intern from the Citywide Accounting Intern Program will be selected

### Operations

- Initial Training on Trio and VSP Premier initiated with slides presented to the HSS Operations Team
- Continued Training with Making Work Work; September 14 – Managing Ourselves
- Increased Salesforce Case Creation Adherence of 86% of interactions noted, exceeding target goal of 85%
- Process improvements made in USD enrollment application processing allowed for 54% increase in completed enrollments compared to past years

### Enterprise Systems & Analytics

Open enrollment and self-service pilot activities are the primary focus for the ESA team with tasks which vary across the continuum of the services we provide. To date, some of the contributions include the following:

- Modifying and testing OE Notification Letter program
- Creating 164 OE letter test cases and built the database to support validation efforts prior to releasing letters to members
- Designing and testing automation routines to ingest the application forms into the ECM and automatically identify the member and the application type
- Configuring all the plan year benefit changes for BSC Trio, KP multi-region, and VSP Premier Plan

- Modifying ~45 programs impacted by the new Vision Premier plan including deduction and payment files, interface files with other employers and with the pension systems, internal reports and more
- Modifying health plan interface files for BSC and KP.
- Configuring and testing self-service benefits including writing 26 detailed test scripts with 88 variations, proofing plan description language, and remediating issues
- Generating various data slices to assist with member outreach
- Calculating over 2000 rates for coverage codes 1,2,3,E and Y which are ready to load into PeopleSoft
- Project managing open enrollment
- Preparing all pay calendars required in the system for processing deductions from the retirement systems and from the other employer groups
- Modifying web content
- Reviewing and providing feedback on internet microsites used by our vendors to communicate specifically to HSS members
- Disabling all coverage codes within the system which are no longer required
- Conducting self-service benefits testing
- Preparing mobile systems to take to health fairs and off-site events to better serve our members
- Attending weekly meetings related to OE
- Preparing OE letter source data files including adding rates for 2018 which do not yet exist in our systems

### **Finance and Accounting**

- Financial System Project (F\$P): Vendors are promptly paid and purchase orders are issued in timely manner
- Continuing efforts toward calculating the 2018 Medical and Dental Rates for benefit guides and eMerge
- Working with KPMG on the FY 2016-17 Health Service System Trust Fund audit

### **Contracting and Vendor Management**

- Fully executed first amendment to the agreement with Lab Communications Group (Citizen Group) to provide additional Well-being booklets
- Reviewing all 2018 Plan Materials (Summary of Benefits, Summary of Benefits and Coverage, and Evidence of Coverage) for accuracy

## Communications

- 39,547 website visits for the month of August 2017
- Open Enrollment Booklets, Retiree Guide and Covers are completed
- Collaborated with vendors on their respective Open Enrollment materials to be mailed in September including Blue Shield, UnitedHealthcare, VSP, Aetna and EBS
- Open Enrollment event posters completed
- Meetings with open enrollment communications and printing vendors

## Well-being

- Well-Being@Work
  - 62 Champions were trained about the upcoming flu clinics
  - Department Leads and Directors were updated about the various campaigns
  - HSS continues to partner with DPH to provide workshops about DHR policies such as Time for Wellness and Telecommuting
  - 43 onsite activities were offered at departments: this is the greatest amount of services in one month in 2017
- EAP Organizational Services continue to serve more individuals than previous years.
- EAP Counseling Services continue to be 15-20% higher than the previous year.
- The August special event at the Wellness Center, Salsa Thursday, brought in 56 participants. There are three presentations related to nutrition coming up in September.

## Directors Meetings/Presentations/Misc.

- Met with Aon Hewitt
- United Healthcare Executive Performance Review
- Brown & Toland / Blue Shield ACO Advisory Meeting
- PBGH Quarterly Member Meeting
- Kaiser Permanente Utilization Meeting
- Participated in Catalyst for Payment Reform (CPR) collaborative on employee benefits communications
- Met with DHR Employee Relations Director and SEIU Regional Director
- Met weekly with Benz, communications vendor, for open enrollment communications
- Met weekly with VSP for Premier Plan implementation
- Reviewed 2018 plan documents with HSS vendor management
- Participated in weekly calls with Blue Shield regarding Trio HMO implementation and communication strategy
- Met weekly with HSS staff for open enrollment planning and development of self-service benefits 2017 pilot for open enrollment

# Director's Report

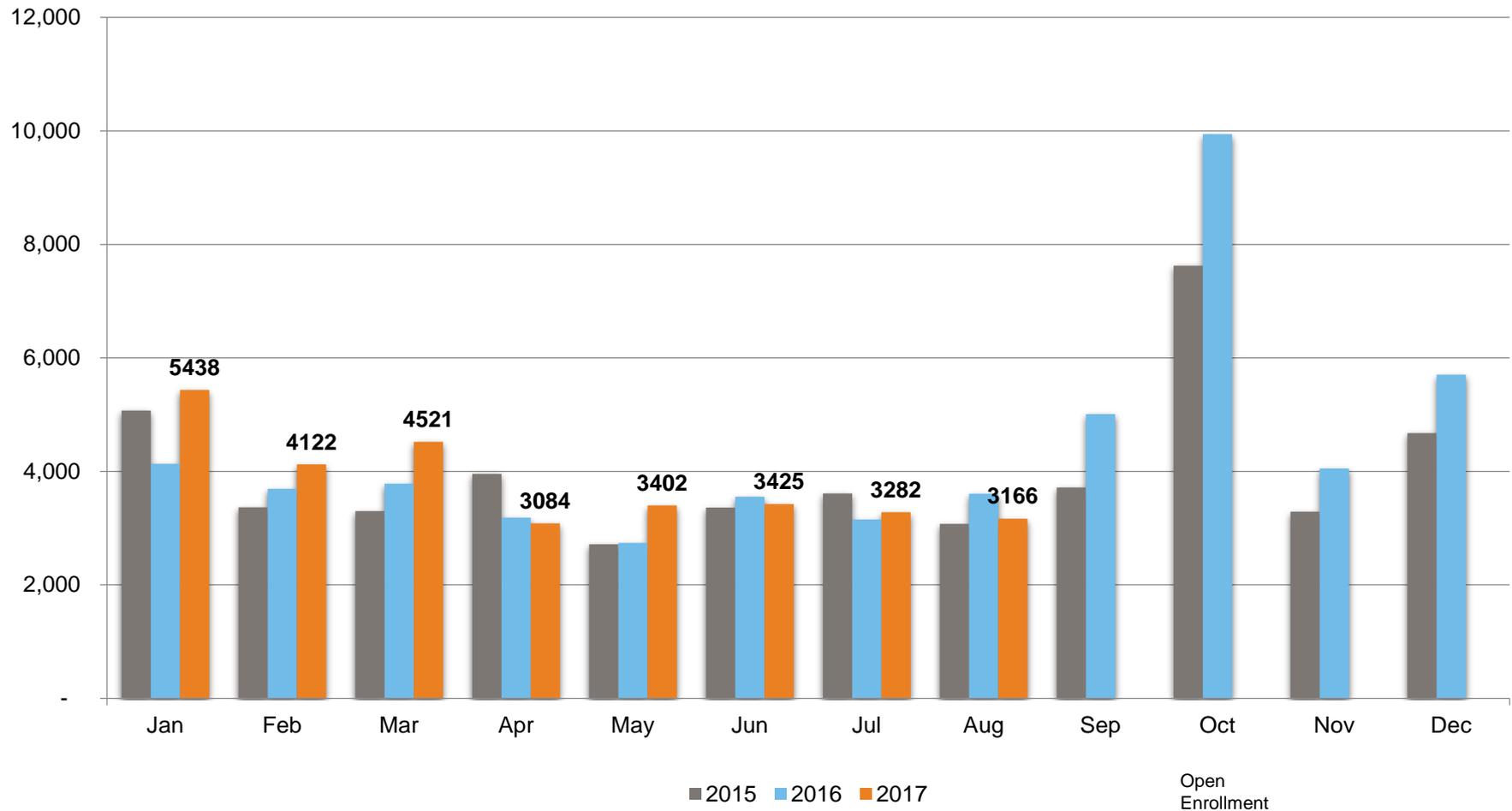
OPERATIONS UPDATE | September 2017

# Calls and Office Visits: August 2017

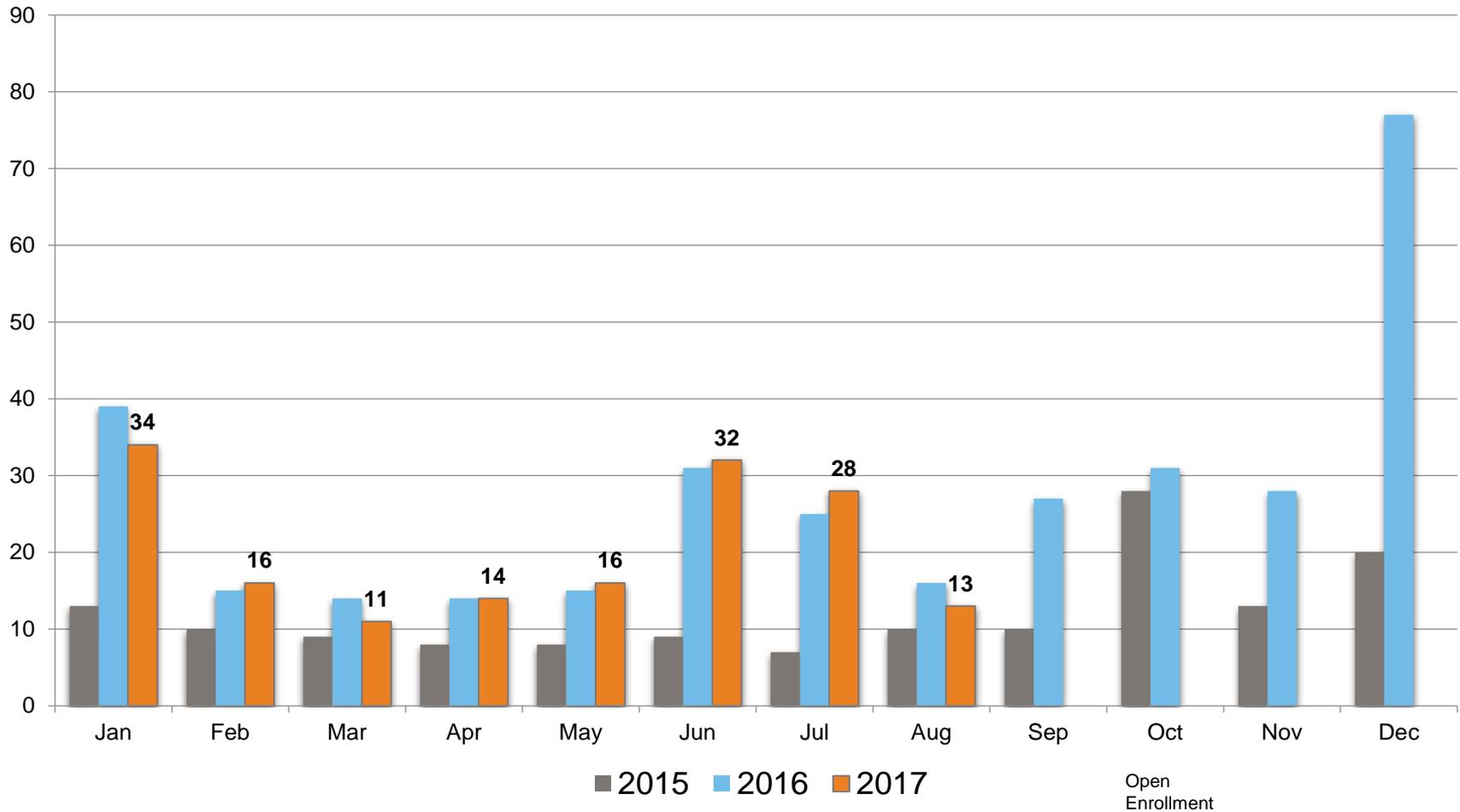
## Calls and In-person Assistance total:

- Inbound calls: 3,166 answered calls (12.2% ↓ from 2016)
- Speed of answer: 13 seconds (3% ↓ from 2016)
- Abandonment rate: 0.8% (25 calls)
- In-person assistance: 982 members (20% ↓ from 2016)

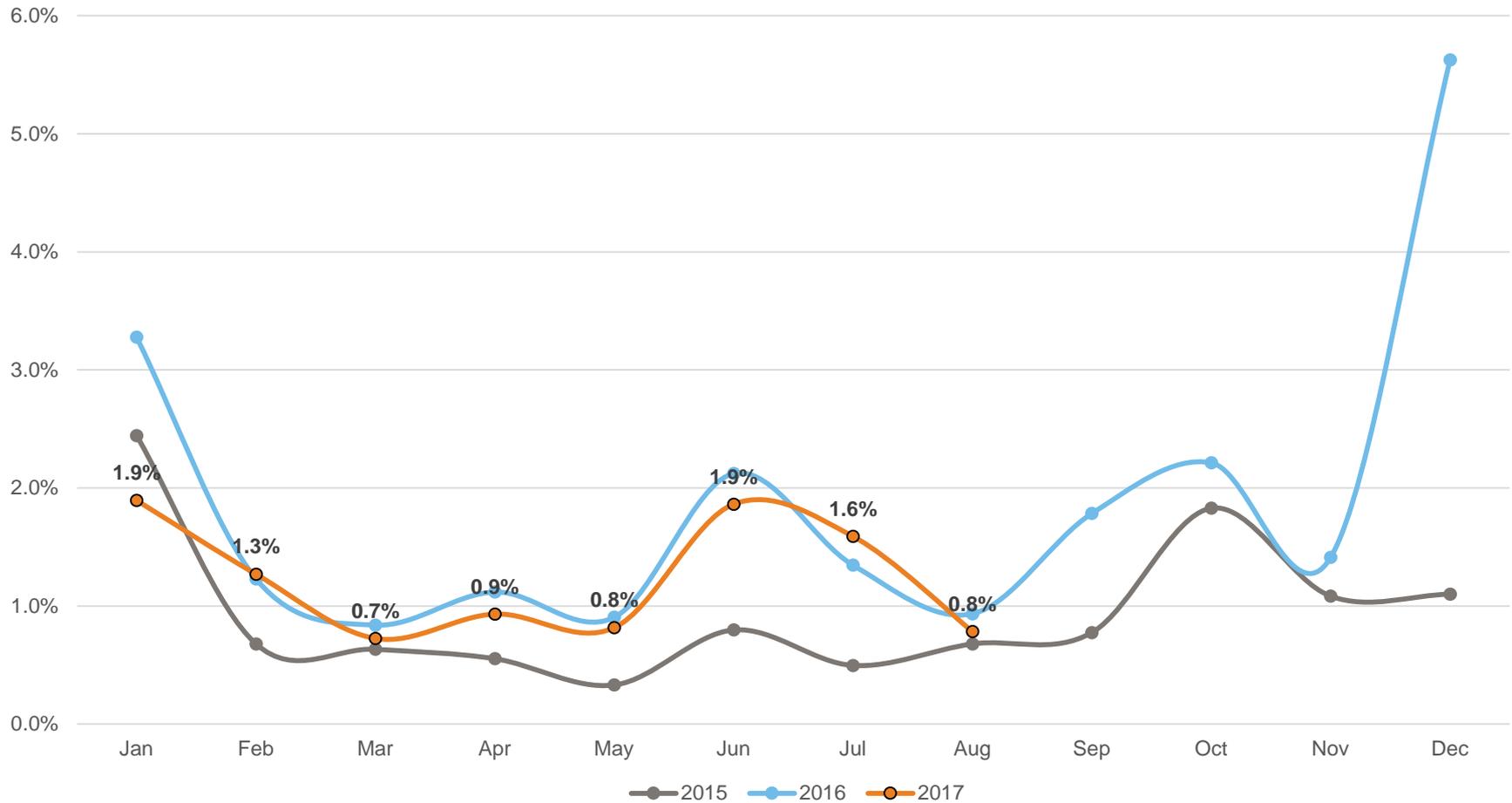
# Inbound Calls: August 2017



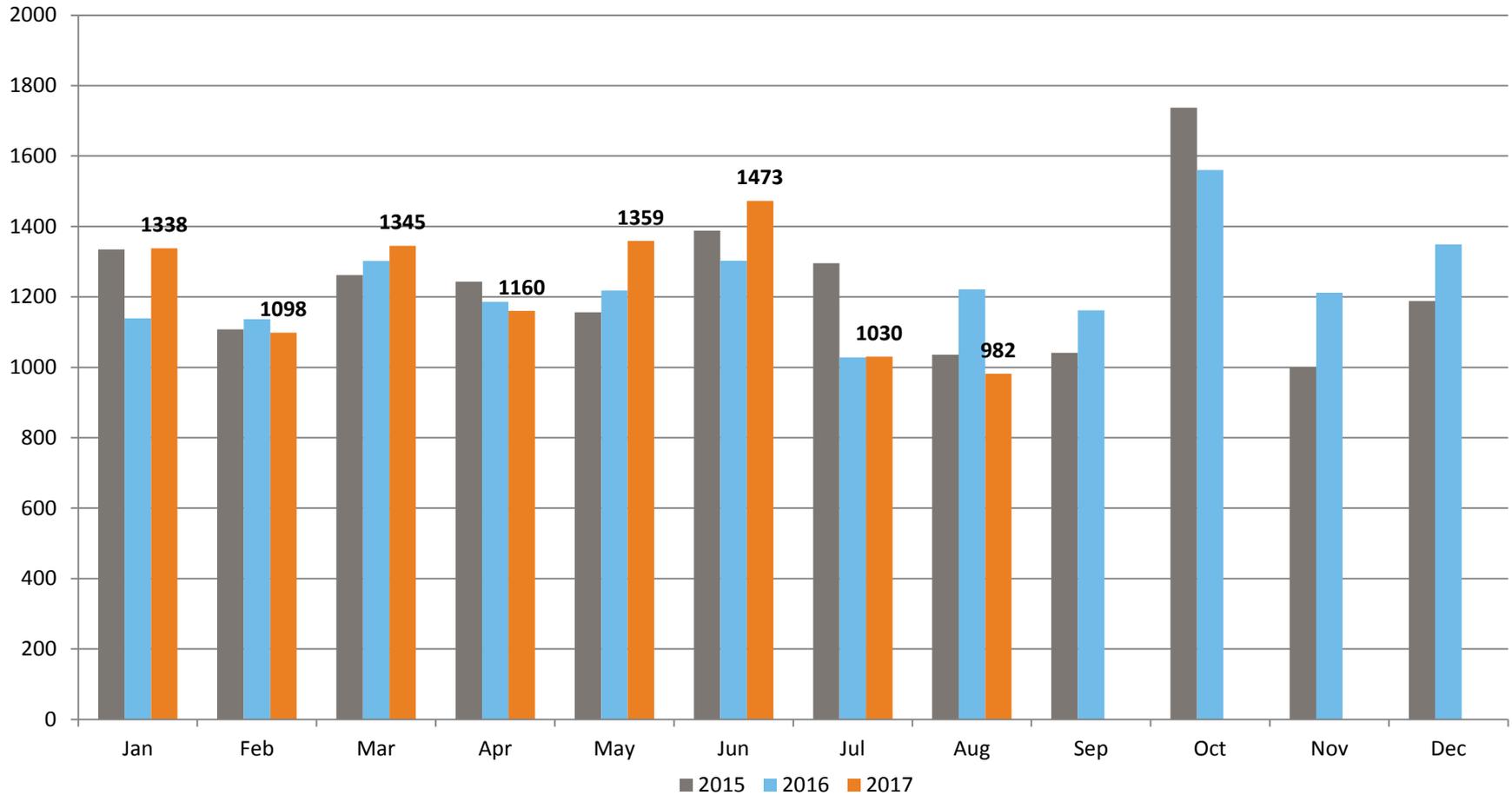
# Average Speed of Answer: August 2017



# Abandonment Rate: August 2017



# In-person Assistance: August 2017



# Delinquencies & Terminations: August 2017

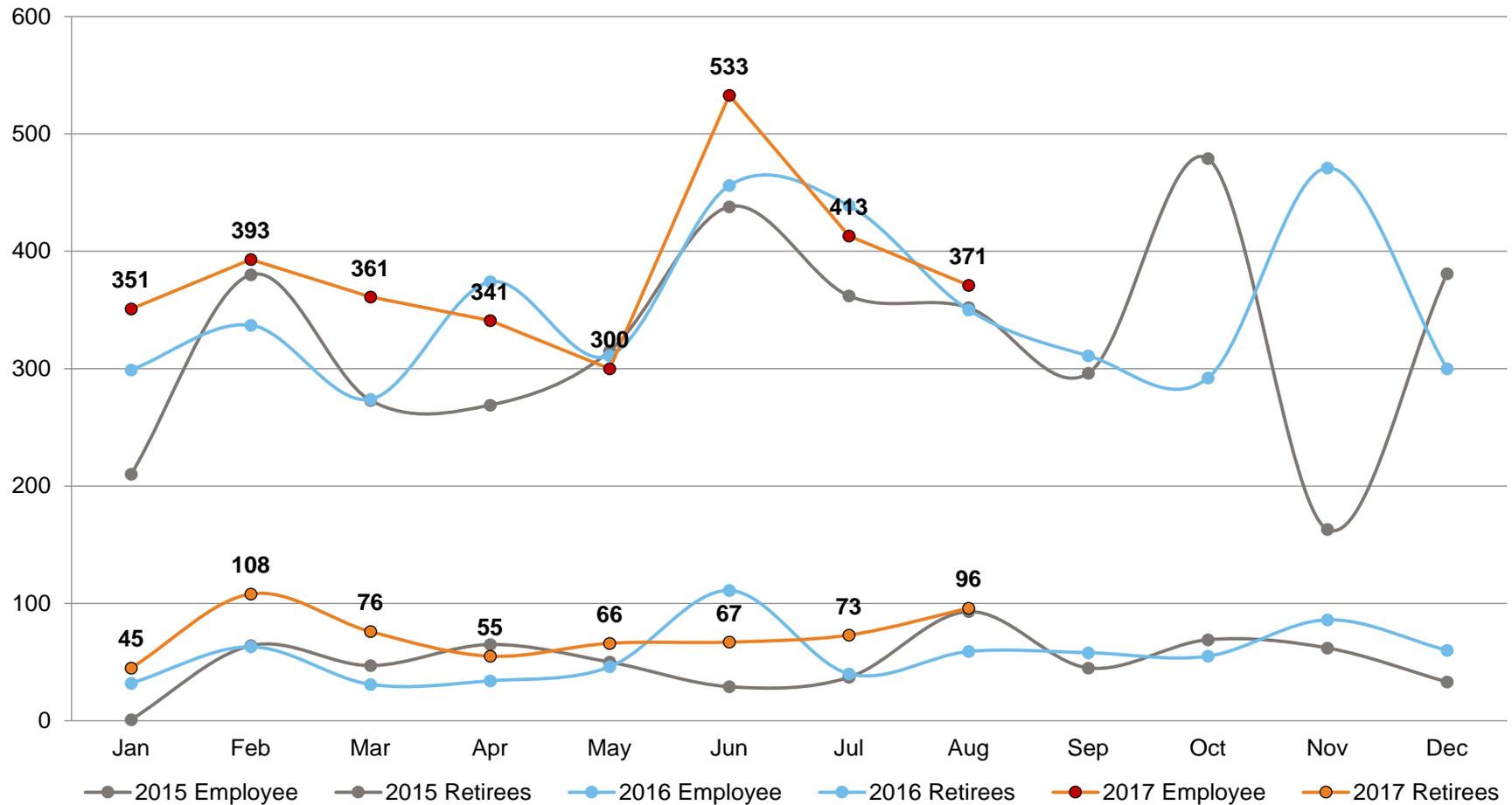
## Delinquency Notices Sent.

- Employees: 371
- Retirees: 96

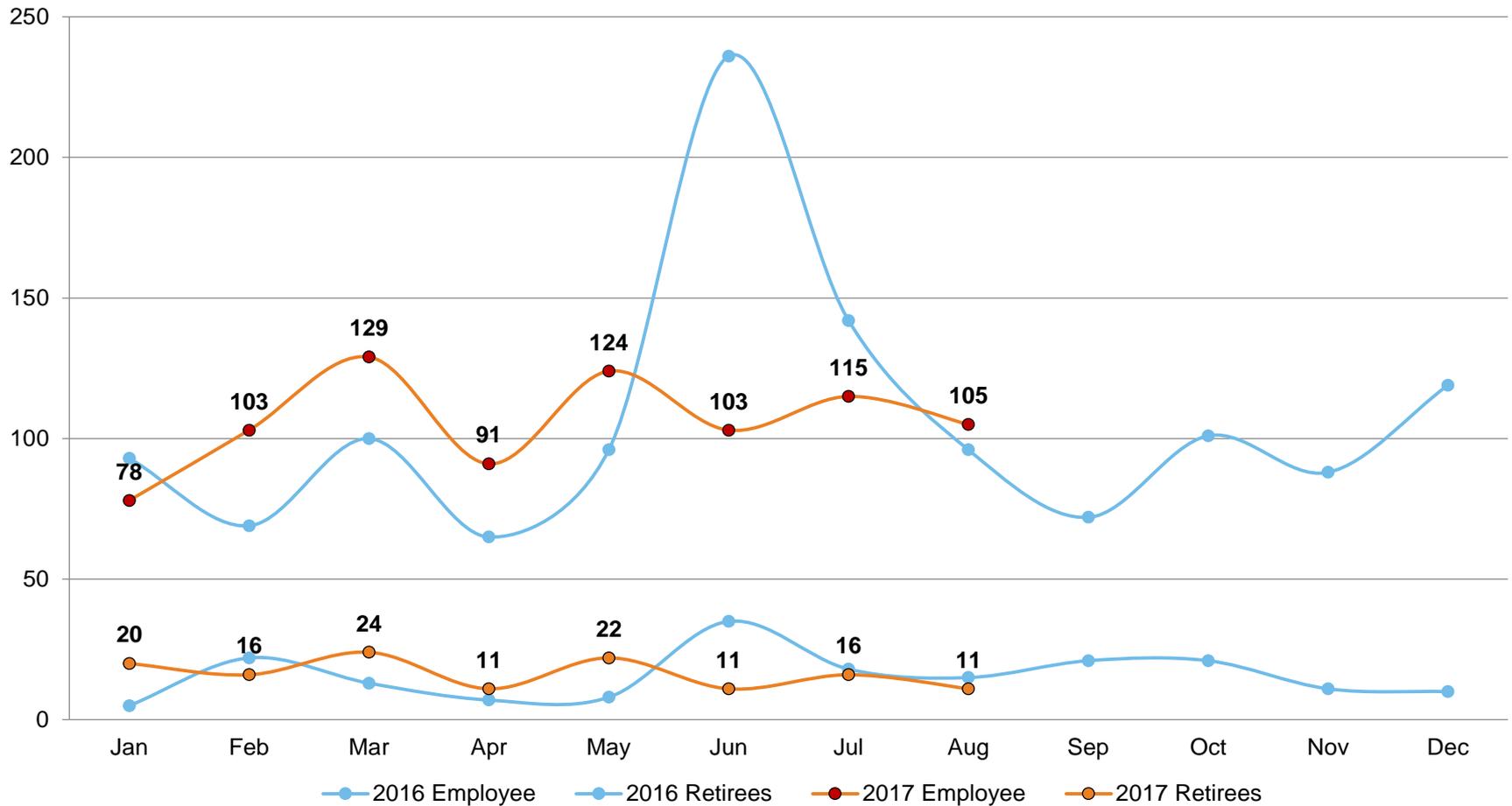
## Termination Notices Sent.

- Employees: 105
- Retirees: 11

# Delinquency Notices: August 2017



# Termination Notices: August 2017



# Enterprise Systems & Analytics Report

September 14, 2017

## PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

- July 13 signed off on final coding for 2017 plan year
  - Completed coding changes to reports for 1099 filing
- System modifications for 2018 plan year underway
  - 45+ programs impacted by vision buy-up. Completed programming specifications for 10 of the impacted programs
  - Completed programming for 5 reports/interfaces/processes impacted by vision buy-up
  - Performance tuned Truven interface file from runtime of 5 hours to 10 minutes
- Self-service benefits configuration and testing underway for pilot
  - Configured all major benefit programs
  - Configured Blue Shield Trio
  - Configured Kaiser Multi-Region
  - Generated test cases and test accounts

## PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

- Open Enrollment for 2018 plan year:
  - Documented programming specifications in support of the Vision Premier Plan for the following programs:
    - Over the Counter Payments Processing
    - Payroll one-time adjustments
    - Non-Payroll adjustments
  - Completed Configuration for the following components:
    - 2018 Pay / Deduction Calendars
    - Zip Code tables
    - Vision Premier plan deduction codes
    - Inactivated legacy plan types
    - Financial setup in the various system tables for Vision Premier
  - Testing programming changes:
    - SFERS & STRS Deduction Interfaces
    - Deduction Calculation Program

## PEOPLESOFT / BENEFITS ADMINISTRATION SYSTEM:

- Self Service Benefits Pilot for 2018 plan year:
  - Modified coverage code labels for readability
  - Generated 26 step by step test cases
  - Determined root cause of self service benefits system error
  - Created and configured 80 test accounts
  - Conducted extensive testing
  - Collaborated with the systems division to migrate configuration and data to a training environment for next steps
- Additional Self-Service Benefits preparations:
  - Collaborating with Admin Team on file room preparation for lobby reconstruction
  - Attended weekly planning meetings with the Systems Division Change Management Team regarding training, testing, documentation, project timelines, pilot participants, and user support

## Data Analytics

- Submitted year-end performance measurements to Controllers Office
- Provided J90 Retiree benefit report to SFUSD
- Reviewed Truven Dialysis Report
- Fulfilled ad-hoc data requests:
  - End-State Renal Disease (ESRD) members
  - NW, HI, WA retirees for outreach regarding new KP offering
  - Police officers enrollment statistics
- Prepared data for annual external audit of BSC Flex Funded claims
- Prepared data for annual Governmental Accounting Standards Board (GASB) Audit
- Calculated 2,010 contribution rates for the 2018 plan year

## IT Initiatives

- Provided annual PC Inventory to Committee on IT (COIT)
- Generated and submitted annual request for PC Refresh allocation
- Review underway with Department of Technology (DT) regarding upgrade to HSS telecom systems

## Meetings attended by staff

### Cyber Security:

- Attended Continuity of Operations Planning meetings on 8/16 & 9/7
- Generated monthly Tenable security report to ensure system integrity
- Attended Citywide cybersecurity Roundtable meeting on 8/8

### Miscellaneous:

- Attended Truven Public Sector Group Training on Avoidable Admissions 8/29
- Attended Pacific Business Group on Health (PBGH) Quarterly Member Meeting 9/6
- Attended Catalyst for Payment Reform (CPR) High-Value Health Care Collaborative meeting on 8/21
- Attended weekly KP meeting for multi-state implementation
- Attended weekly Blue Shield Trio implementation meeting
- Attended bi-weekly VSP Vision Premier implementation meeting

# Communications

September 14, 2017

# EMMA eMail Marketing Platform

- SFHSS has converted to using EMMA to create beautifully designed emails that drive results:
  - Easy interface with drag and drop editor
  - Built-In Templates
  - Advanced automation
  - Segmentation
  - Responsive Designs to resize nicely to any device
  - A/B testing
  - Response dashboard
  - Mailing score
  - Click maps
  - Integration with Zen Desk, Survey Monkey and Eventbrite which are all tools used by SFHSS
  - Guidance on how to engage our readers!

# SFHSS August 2017 eNews

Compare mailings

Export responses

Save as PDF

Response as of Sep 5, 2017 4:07 pm

Your response Overview Opens Clicks Shares New sign-ups Opt-outs

## SFHSS August 2017 eNews

Sent to 15,813 recipients on Aug 7, 2017 3:46 pm

SFHSS <service@myhss.org> to eNews (15,803 contacts)

Open webview in a new window



— this mailing  
— community avg

Opens ✔  
**42%**  
6,613 opens

Clicks  
**10%**  
691 unique clicks

Delivery  
**100%**  
15,777 delivered  
37 bounced

Opt-outs  
**16**  
0% of recipients

Shares  
**0**

- The click rate increased from 9% in July to 10% in August
- 42% of the eNews recipients opened the email

### OPENS BY DEVICE

**52.1%** Desktop

**47.9%** Mobile

# August 2017 myhss.org statistics

## Monthly history



Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2017	17176	36719	88564	305971	19.76 GB
Feb 2017	14720	31594	79247	266871	18.94 GB
Mar 2017	18951	37877	92122	321477	21.52 GB
Apr 2017	18285	35968	101303	427388	23.57 GB
May 2017	17069	36173	91051	368822	20.99 GB
Jun 2017	18260	37392	86007	332378	20.76 GB
Jul 2017	18827	38406	94831	461533	23.60 GB
Aug 2017	19148	39547	109484	598381	30.08 GB
Sep 2017	0	0	0	0	0
Oct 2017	0	0	0	0	0
Nov 2017	0	0	0	0	0
Dec 2017	0	0	0	0	0
<b>Total</b>	<b>142436</b>	<b>293676</b>	<b>742609</b>	<b>3082821</b>	<b>179.23 GB</b>

- MYHSS.ORG averages 17,804 unique visitors per month ytd through August, which is a slight increase
- On average 92,826 pages are visited each month

# Finance and Contracting Activities Update

## Finance and Accounting

- Completed FY 2016-17 year end accounting transactions
- Continuing efforts toward calculating the 2018 Medical and Dental Rates for benefit guides and eMerge
- Working with KPMG on the FY 2016-17 Health Service System Trust Fund audit

## Financial System Project:

- Vendors are promptly paid and purchase orders are issued in timely manner

## Contracting and Vendor Management

- Fully executed first amendment to the agreement with Lab Communications Group (Citizen Group) to provide additional Well-being booklets
- Reviewing all 2018 Plan Materials (Summary of Benefits, Summary of Benefits and Coverage, and Evidence of Coverage) for accuracy

# WELL-BEING MONTHLY REPORT: AUGUST 2017

Prepared for the September 2017 Board Meeting

## Well-Being@Work Update: August 2018

### Department Lead and Director Communications

- Continue to update department leads and directors about programs. August messages included the We're Here For You EAP Resources, a nutrition challenge update, and the Grant deadline

### Grants

Grants were due August 15.

- 21 grants were received as of the August deadline
- Decisions will be made by late September

## Well-Being@Work Update: Policy Trainings

Well-Being@Work is collaborating with DHR to promote various well-being oriented policies including:

- **Time For Wellness Memo**

- Department Leads, Supervisors, and HR Professionals were invited to a workshop that highlighted the policies guidelines for use of time in relation to attending well-being activities.

Three workshops were offered.

- **Telecommute Policy and Program**

- Department Leads, Supervisors, HR Professionals and employees will be invited to a workshop that provides and overview of the telecommute policy and program guidelines provided by the Department of Human Resources.

- September 18 workshop 10:00am for Managers

- October 2 workshop for 10:00am Employees

# Well-Being@Work Update: Eat Better, Feel Better Campaign

## Eat Better, Feel Better Campaign

- ✓ There are 1681 employee and their family members participating
- ✓ There are 130 retirees and their family members participating
- ✓ 48 departments have participants
- ✓ 122 teams
- ✓ Evaluation Surveys will be sent out once the program ends on 9/10



## Well-Being@Work Update: Flu and OE Champion Training

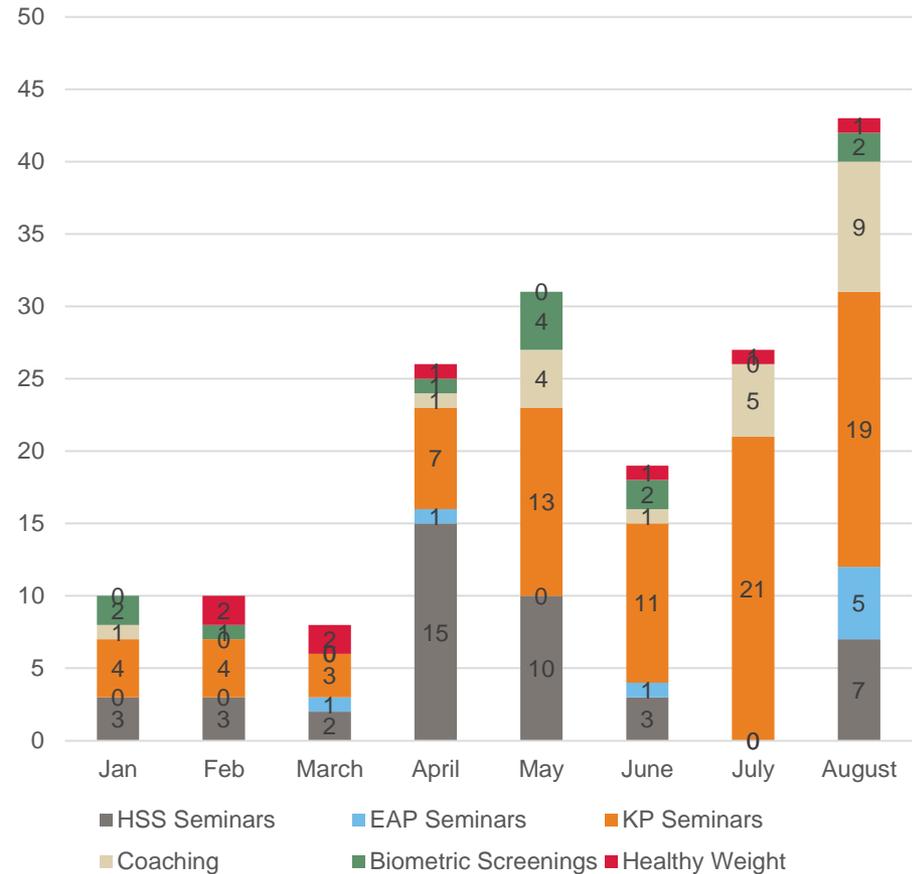
- 62 Champions were trained
- 6 webinars were offered to Champions
- Champions were trained on the following:
  - Flu and OE Events
  - Flu Event- Champion Responsibilities
  - Flu Promotional Material
    - ✓ Onsite Flu Clinic Posters and All Flu Clinic Posters
    - ✓ Citywide emails
    - ✓ Email templates
    - ✓ Website and FAQs

# Onsite (Departments) Activities Update

## August 2017

- 43 (174 YTD)
- 28% of onsite activities provided by HSS Well-Being Team
- Increased ongoing onsite activities (Chair Yoga, Tai Chi, Health Coaching)

2017 Onsite Activities at Worksite



# Employee Assistance Program: Organizational Well-Being

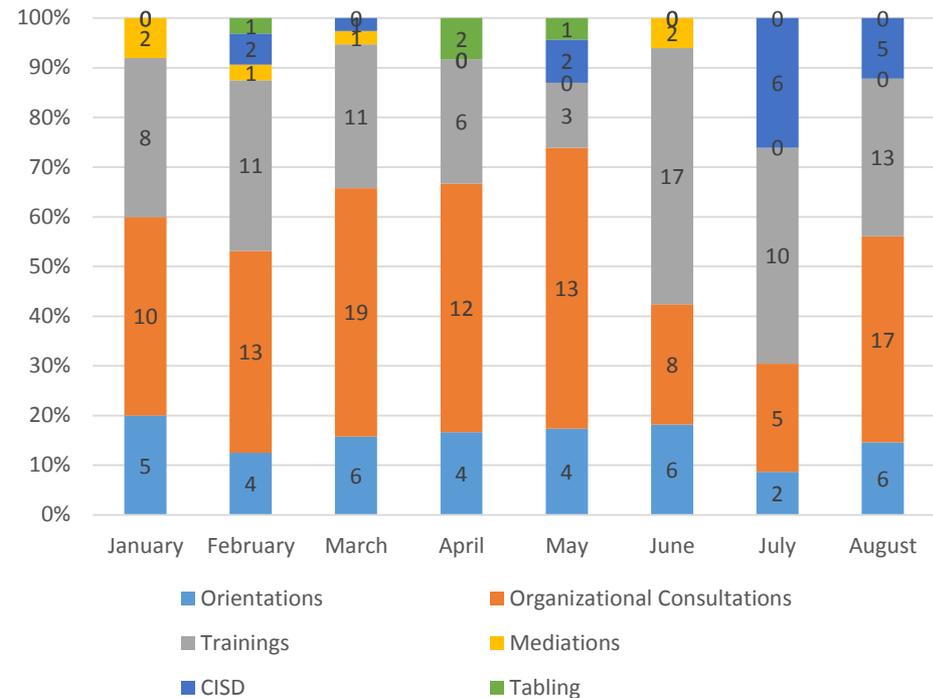
## August (reporting 8/1/17 – 8/31/17) Organizational Services

- 41 organizational services (239 YTD)
  - 32% were trainings
  - 41% were organizational consultations

## Comparison to 2016 YTD (231):

- 3% increase in organizational services provided

Number and Percentage of Organizational Services by Type and Month: YTD 2017



# Employee Assistance Program: Organizational Well-Being

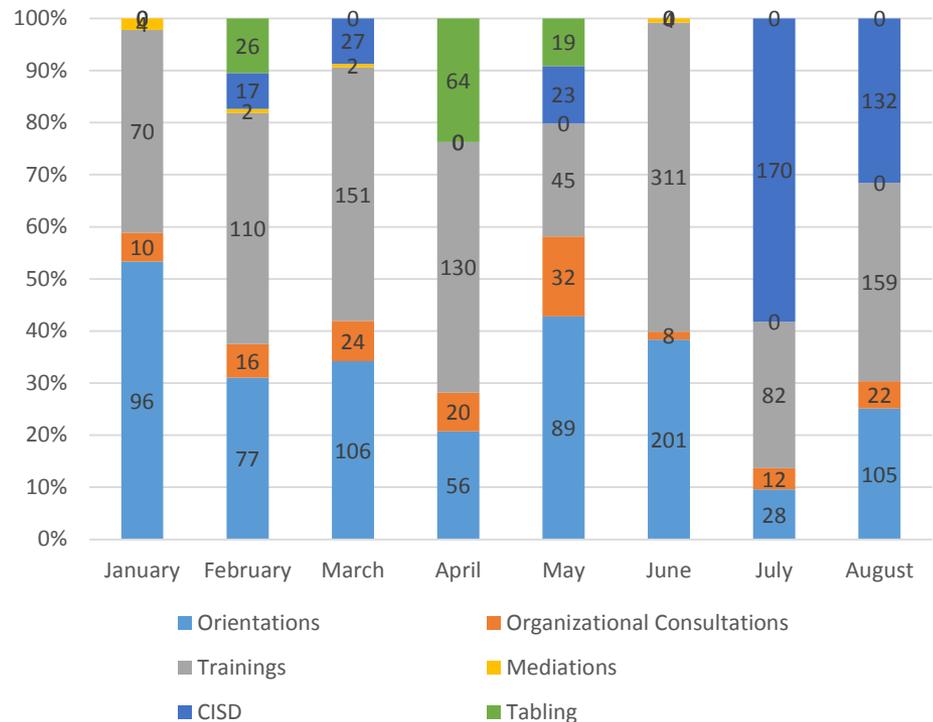
## August (reporting 8/1/17 – 8/31/17) Organizational Services

- 418 people served by these services (2450 YTD)
  - 38% of people served attended a training
  - 32% of people served attended a CISD

## Comparison to 2016 YTD (1097):

- 123% increase in people served

Number and Percentage of Organizational Services by Type and Month: YTD 2017



# Employee Assistance Program: Counseling Update

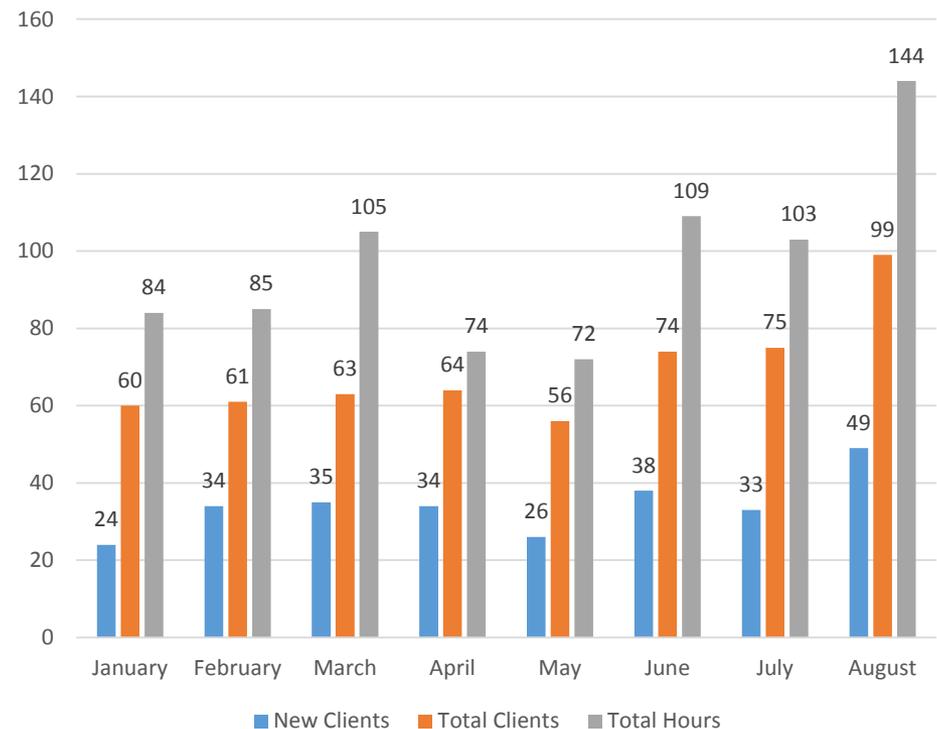
In August 2017 (reporting 8/1/17-8/31/17) EAP provided:

- 144 hours of counseling
- Served 75 clients
- 33 new clients

Comparison to 2016 YTD:

- 27% increase in New Clients
- 21% increase in Total Clients
- 13% increase in Total Hours of Service

EAP Clinical Services: YTD 2017



## Employee Assistance Program: Project Updates

- EAP provided 11 hours of service to 132 employees of SF Main Library following the suicide of a patron.
- Managing For Success Pilot and EAP 101 projects completed.

# Salsa Thursday Event August 17, 2017



In support of the nutrition challenge, Colorful Choices, the Wellness Center hosted the Salsa Thursday event. Participants taste tested salsas and learned how to salsa dance.

- A total of 56 employees and retirees participated
- 10 employees submitted their homemade salsas into the taste contest
- 13 departments were represented



# September Events at the Catherine Dodd Wellness Center

- 9/12 – Nutrition Jeopardy
- 9/14 – Healthy Eating
- 9/19 – Moderation Mindfulness

Come learn and play  
**NUTRITION JEOPARDY**  
September 12, 2017 | 12:10 – 12:55pm



**LOCATION:**  
SFHSS Wellness Center  
1145 Market Street, Suite 100  
San Francisco, CA 94103  
(415) 554-0643

In support of the Colorful Choices challenge you will have the opportunity to engage in a game of Nutrition Jeopardy. Join other participants in a fun game to test your knowledge around fruits and vegetable.

**ALL PARTICIPANTS WILL GET A PRIZE. NO RSVP REQUIRED.**

SAN FRANCISCO HEALTH SERVICE SYSTEM  
Better Every Day. myhss.org/well-being

**Healthy Eating at Work**



**September 14, 2017**  
12:10 – 12:55pm

**LOCATION:**  
SFHSS Wellness Center  
1145 Market Street, Suite 100  
San Francisco, CA 94103  
(415) 554-0643  
wellness@sfgov.org

Learn what healthy eating at work looks like and how you can do it too! In this seminar we'll discuss tips, tricks, ideas and strategies about how eat healthy at work. Topics covered include everyday eating, healthy socials and creating a healthier workspace.

**NO RSVP REQUIRED.**

SAN FRANCISCO HEALTH SERVICE SYSTEM  
Better Every Day. myhss.org/well-being

**MODERATION AND MINDFULNESS**  
September 19, 2017 | 12:10 – 12:55pm



**LOCATION:**  
SFHSS Wellness Center  
1145 Market Street, Suite 100  
San Francisco, CA 94103  
(415) 554-0643  
wellness@sfgov.org

With larger portion sizes of food and aisles full of tricky labeling, it may seem hard to navigate our way to a healthy meal. Learn how to read a nutritional label and control your portions while still pleasing your palette!

**NO RSVP REQUIRED.**

SAN FRANCISCO HEALTH SERVICE SYSTEM  
Better Every Day. myhss.org/well-being