

Open Enrollment Update

September 14, 2017

Theme



**HEALTH BENEFITS
OPEN ENROLLMENT**
OCTOBER 1-31, 2017

OPEN IMMEDIATELY!

New medical plan choice could affect your current election. Review plans for changes. You may need to enroll.



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HEALTH BENEFITS OPEN ENROLLMENT

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Guides



Events Calendar and Posters

October 2017 Special Events

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
2 PUC HEADQUARTERS** 525 Golden Gate O'Shaughnessy Room 8:00am-3:00pm Meet a Benefits Analyst Get a Free Flu Shot	3 MTA PRESIDIO* 10:00am-3:00pm Meet a Benefits Analyst Get a Free Flu Shot	4 DPW HEALTH FAIR* Cesar Chavez Yard 10:00am-1:00pm Meet a Benefits Analyst MISSION CORRIDOR 1650 Mission, 5th Floor 9:00am-4:30pm Meet a Benefits Analyst Get a Free Flu Shot	5 POLICE HEADQUARTERS 1245 3rd Street Room 3111 9:00am-4:30pm Meet a Benefits Analyst Get a Free Flu Shot	6 SFUSD HEALTH FAIR* John O'Connell High School 2355 Folsom Street 4:00pm-8:00pm Meet a Benefits Analyst Meet Plan Vendors Get a Free Flu Shot
9 Columbus Day Holiday	10 HALL OF JUSTICE 850 Bryant Street Room 551 9:00am-4:30pm Meet a Benefits Analyst Get a Free Flu Shot	11 RETIRED EMPLOYEES OF CCSF HEALTH FAIR Scottish Rite Masonic Center 2850 19th Avenue 10:00am-12:00pm Meet a Benefits Analyst Meet Plan Vendors Get a Free Flu Shot	12 SFO HEALTH FAIR Aviation Museum 11:30am-3:30pm Meet Plan Vendors SFO OPEN ENROLLMENT ITBA Training Room 9:00am-4:30pm Meet a Benefits Analyst Voluntary Benefits Info	13 ONE SOUTH VAN NESS BENEFITS FAIR 2nd Floor Atrium 9:00am-4:00pm Meet a Benefits Analyst Voluntary Benefits Info Meet Plan Vendors Get a Free Flu Shot
16 1235 MISSION 3rd Floor Flu Shots Only* 9:00am-1:00pm Get a Free Flu Shot	17 HETCH HETCHY 1 Lakeshore Dr. Moccasin, CA Moccasin Great Room 7:30am-12:00pm Meet a Benefits Analyst Voluntary Benefits Info Get a Free Flu Shot Zuckenberg San Francisco General Cafeteria 9:00am-4:30pm Meet a Benefits Analyst	18 CITY HALL BENEFITS FAIR Scottish Rite South Light Court 9:00am-4:30pm Meet a Benefits Analyst Voluntary Benefits Info Meet Plan Vendors Get a Free Flu Shot	19	20 Laguna Honda Hospital 375 Laguna Honda Blvd. Conf. Rm. 2, P1191 9:00am-4:30pm Meet a Benefits Analyst SF PUBLIC LIBRARY 100 Larkin St. Latino Hispanic Room 10:00am-1:00pm Meet a Benefits Analyst Get a Free Flu Shot
23	24 SFHSS OPEN HOUSE MTA MME DIVISION* 601 25th Street Room 235 A/B 11:00am-4:00pm Get a Free Flu Shot	25 Vendor Week 1145 Market Street, 1st Floor 8:00am-5:00pm PUC-PHELPS 750 Phelps St. Administration Building, 930 Conference Room 8:00am-12:00pm Get a Free Flu Shot	26 DEPT. OF EMERGENCY MANAGEMENT* 1011 Turk Street 1st Floor 5:00am-9:00pm 11:00am-5:00pm Get a Free Flu Shot	27 WAR MEMORIAL 401 Van Ness Room 302 10:00am-2:00pm Get a Free Flu Shot
30 PUC MILLBRAE 1000 El Camino Real San Mateo Conf Room 8:00am-1:00pm Meet a Benefits Analyst 7:00am-12:00pm Get a Free Flu Shot	31 SFHSS WELLNESS CENTER 1145 Market Street 1st Floor 8:00am-5:00pm Meet a Benefits Analyst 8:00am-1:00pm Get a Free Flu Shot	Open Enrollment applications are due by Tuesday, October 31, 2017, 5:00pm. The San Francisco Health Service System is open 8:00am-5:00pm, Monday to Friday, except Columbus Day Holiday. Benefit Analysts will be available all month on the 1st floor to accept applications. No appointment necessary. For more information about Open Enrollment and flu shot clinics visit sfhss.org. Free flu shot events are for adults only, first come, first served. Supplies are limited. *Events are for employees/retirees with location access only. **This event is for active city employees only.		



SAN FRANCISCO HEALTH SERVICE SYSTEM AT
HALL OF JUSTICE
 OCTOBER 10, 2017 9:00AM-4:30PM
 850 Bryant Street, Room 551



Meet with San Francisco Health Service System
 benefits experts and get your questions answered.

CITY HALL BENEFITS FAIR • OCTOBER 18, 2017 • 9:00AM-4:30PM
 1 DR. CARLTON B. GOODLETT PL., SOUTH LIGHT COURT

**SAN FRANCISCO
 HEALTH SERVICE SYSTEM**

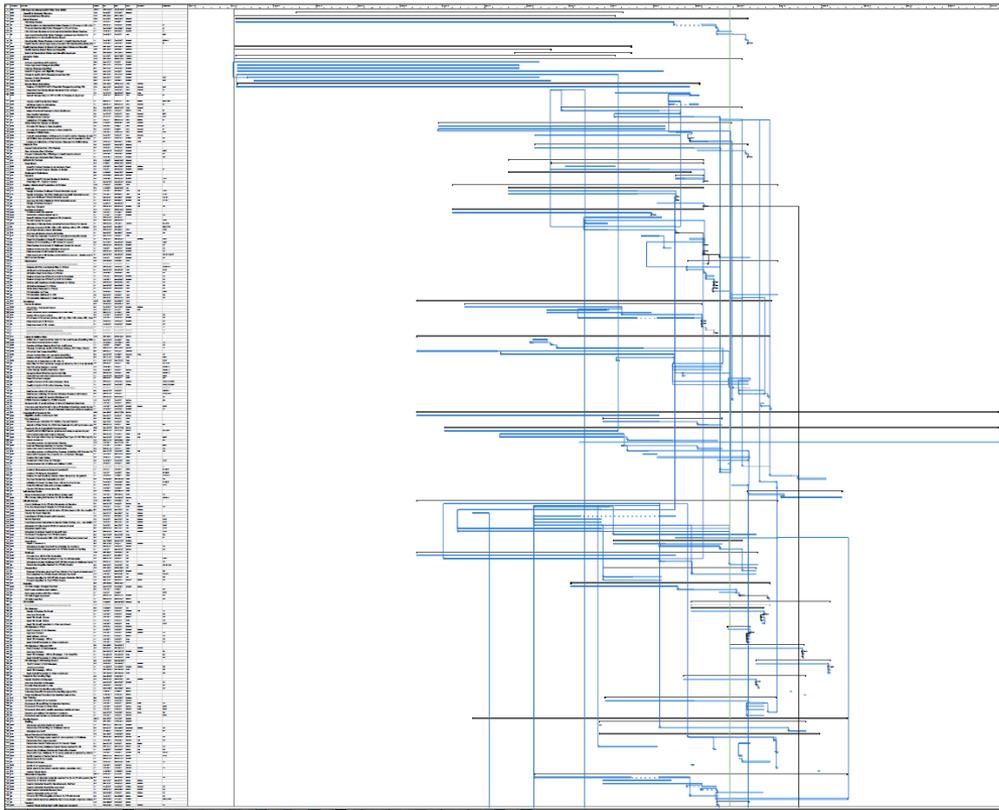
SFHSS.ORG

Don't let the flu bring you down.
GET YOUR FREE FLU SHOT
 Available at this location during Open Enrollment.

Better Every Day. **SAN FRANCISCO
 HEALTH SERVICE SYSTEM**

SFHSS.ORG

Project Plan Gantt Chart and Tasks



ID	% Complete	Task Name	Duration	Start	Finish
173	0%	OE Forms - Printing proofs approved for print	3 d	Mon 8/20/17	Mon 8/20/17
174	49%	Letter & Mailing Data	123 d	Mon 4/3/17	Mon 9/25/17
175	100%	Initial run of member letter data for the mail house (including Waived)	5 d	Wed 5/31/17	Tue 6/6/17
176	100%	Deliver Address List to Mail House for Cleanup	1 d	Tue 5/30/17	Tue 5/30/17
177	100%	Receive address cleanup lists from mail house	1 d	Fri 6/9/17	Fri 6/9/17
178	100%	Cleanup & Address Audits (HSS fixes retirees, DPO fixes others)	30 d	Mon 6/12/17	Mon 7/24/17
179	100%	OE Letter Test Cases Identified	30 d	Mon 4/3/17	Fri 5/12/17
180	100%	Create Testing Plans for scenarios identified	60 d	Mon 5/15/17	Tue 8/8/17
181	0%	Review & Match EmplID to scenarios identified	20 d	Wed 7/12/17	Tue 8/8/17
182	100%	Create List of Members in OR, WA, HI	1 d	Wed 7/12/17	Wed 7/12/17
183	0%	Data files for first run letter merge provided by DA to Com (including Waived)	18 d	Wed 8/9/17	Fri 9/1/17
184	0%	Test OE Letter Merges - Layout	17 d	Thu 8/10/17	Fri 9/1/17
185	0%	Letter Merge Quality Assurance - Data	17 d	Thu 8/10/17	Fri 9/1/17
186	0%	Generate final OE letter source data file	16 d	Mon 8/14/17	Tue 9/5/17
187	0%	Provide Mail House with Packet Collating Instructions by Employer	1 d	Mon 8/14/17	Mon 8/14/17
188	0%	Final OE Letters merged	8 d	Wed 9/6/17	Fri 9/15/17
189	0%	Quality Control of OE Letter Merges - Data	7 d	Wed 9/6/17	Thu 9/14/17
190	0%	Quality Control of OE Letter Merges - Rates	7 d	Wed 9/6/17	Thu 9/14/17
191	0%	OE Letters PDF provided to mail house in batches	6 d	Fri 9/8/17	Fri 9/15/17
192	0%	Mail house prints OE Letters	10 d	Mon 9/11/17	Fri 9/22/17
193	0%	Mail house collating OE Packets (Waived Receive Full Packet)	10 d	Mon 9/11/17	Fri 9/22/17
194	0%	Mail house mails OE packets (Retirees 1st)	1 d	Mon 9/25/17	Mon 9/25/17
195	0%	COBRA Packets Mailed by COBRA Vendor	1 d?	Thu 9/7/17	Thu 9/7/17
196	0%	Generate list of email address of Non-US Resident Members	1 d	Fri 9/22/17	Fri 9/22/17
197	0%	Compose and Send Email to Non-US Resident Members using Emma	2 d	Fri 9/22/17	Mon 9/25/17
198	0%	Send physical letter to Non-US Resident Members without email addresses	1 d	Tue 9/26/17	Tue 9/26/17
199	50%	PeopleSoft & People & Pay	199 d	Mon 4/3/17	Wed 1/17/18
200	100%	Eligibility Audits: Holdover & SSN	85 d	Mon 4/3/17	Tue 8/1/17
201	83%	Pay Calendars	43 d	Wed 7/5/17	Fri 9/1/17
202	100%	Generate pay calendars for Guides, Ops and System	20 d	Wed 7/5/17	Tue 8/1/17
203	50%	Submit a Phire Ticket for 2018 Pay Calendar for all Pay Groups, new Deduction(s), or new Earnings Code(s)	10 d	Mon 8/21/17	Fri 9/1/17
204	39%	People & Pay & PeopleSoft Programming	189 d	Mon 4/17/17	Wed 1/17/18
205	100%	Identify MOU/HSB/Charter updates and analyze system impact	60 d	Mon 4/17/17	Tue 7/11/17

Video Storyboard and Script

VO: *What day is it today?...*



Start by looking out for the Open Enrollment package that will arrive to you in the mail. It provides all the information you need to make good choices... (SHOW THE VARIOUS COVERS & COMPONENTS OF THE MAILED PACKAGES) Open Enrollment is for all active and retired members of SFHSS. San Francisco City and County, and Superior Court of San Francisco employees can actively manage their medical, dental, vision, flexible spending accounts and other voluntary benefits... Employees of SF Unified School District and City College of San Francisco can change their medical and vision elections... And Retirees can their update medical, dental and vision elections during this Open Enrollment period...

(GRAPHIC HIGHLIGHTS KEY ACTIONS)

- Select a new or different medical or dental plan – if applicable
- Add or drop dependents
- Renew your Health Care or Dependent Care Spending Account – if applicable
- Sign up for Voluntary Benefits – if applicable

GRAPHICALLY HIGHLIGHT 'WHAT'S NEW IN 2018'

And when it comes to the plans themselves, depending on your status and where you live, there are new, more affordable and improved benefit plans worth considering. For example...

System Modifications

DR #	Area	Description	Status	Change Needed	Estimated date program needs to be in PSD by	Notes	Specification
BA0507	Report	OE Letter Program	In Development	Add Plan Type IS for confirmation letter	1/9/2017	Vince to confirm this date	Programming-changesBA0507_v4b, modified for DE2018.docx
NEV	Interface	VSP will send a one-time file for vision buy-up enrollments. The file will contain member SSN, dependent SSN, DOB, Division Code. HSS can work on the file received from VSP and convert it ready to load into PS_HEALTH_BENEFIT_PS_HEALTH_DEPENDENT, and PS_BENEFIT_PARTIC (if not already exist).		HSS will prepare load files for buy-up enrollment, and will request eMerge to upload in the system.	1/27/2017	Discuss when should we load data in the system. OE data entry must be completed before this data is loaded so that we can validate that member s and dependents are also enrolled in medical.	Programming-changesDE2018 Buu: ue enrollment load.docx
BA0512	Enrollment file	VSP Enrollment File	Functional Testing	Combine basic vision and Plan Type IS enrollment including VDT and assign new Division Codes	12/1/2017	Assuming the file will be released to VSP on 12/31/17. Note: must	Programming-changesDE2018
BA0046	Report	Enrollment Statistics	In Development	Modify this program to add Plan Type IS to the main selection criteria and add Vision Buy-up enrollment statistics to report #2	12/29/2017		Programming-changesBA0046A_v3, modified for DE2018.docx
BA0115	Report	Over Age Dependents	UAT Testing	Add Plan Type IS	12/29/2017		Programming-changesBA0115_v03
BA0809	OTC	OTC Posting Process	Functional Review	Add Plan Type IS	1/1/2018	Could OTC vision buy-up payment be needed earlier?	Programming-
BA0809	OTC	OTC Payment Page	Functional Review	Add Plan Type IS	1/1/2018	Could OTC vision buy-up payment be needed earlier?	Use MBA0025
BA0016	Deduction Calculation	Deduction Calculation	UAT Testing	Add Plan Type IS so that it will be included in the calculation of premiums	1/2/2018		Programming-changesBA0016A_v03, modified for DE2018.docx
BA0048	Deduction Calculation	Deduction Changes	In Development	Add Plan Type IS	1/2/2018		Programming-changesBA0048_v08, modified for DE2018.docx
BA0804	Deduction Calculation	Payroll Reconciliation	In Development	Add Vision Buy-up deduction to the report. The program is already selecting Plan Types from PAY_DEDUCTION that begins with Tr but just needs to add both Before-Tax and After-Tax Deduction to the summary section. Insert Vision Buy-up deductions after Dep Care FSA Deduction.	1/5/2018	CSFCRT PPE 1/2/18	Programming-changesBA0804_3, modified for DE2018.docx
BA0023	Deduction Calculation	Calculate Deductions for CSFCRT employees with zero hours	UAT Testing	Add Plan Type IS	1/5/2018	CSFCRT PPE 1/2/18	Programming-changesBA0023_v05, modified for DE2018.docx
BA0088	Deduction Calculation	STRS Deduction Request Outbound Interface	UAT Testing	Add Plan Type IS to selection criteria and add the amount to medical deduction.	1/5/2018		Programming-changesBA0088_v07A, modified for DE2018.docx
BA0021	Report	Delinquency Letter	In Development	Add Plan Type IS	1/10/2018	Spec is submitted on 8/22/17	Programming-changesBA0021A_v6, modified for DE2018.docx
BA0086	Deduction Calculation	SFERS Deduction Request Outbound Interface	UAT Testing	Add Plan Type IS to selection criteria and add the amount to medical deduction.	1/12/2018		Programming-changesBA0086_v05, modified for DE2018.docx
BA0015A	Deduction Calculation	Payroll one-time deductions and refunds	In Development	Add Plan Type IS	1/13/2018	Spec is submitted on 8/18/17	Programming-
BA0015A	Deduction Calculation	Non-payroll one-time deductions and refunds	In Development	Add Plan Type IS	1/13/2018	Spec is submitted on 8/18/17	Use One Time Adjustment Payroll Page
BA0015A	Deduction Calculation	Load BEN One-Time Adjustments into PSHUP_TXN			1/5/2018		
BA0804	Reconciliation	Deduction Reconciliation	In Development	Add a new procedure for Plan Type IS logic: Medical delinquency can be paid and not vision buy-up, but vision buy-up should not be paid if medical delinquency is not paid. The logic is really different from Plan Type IU in a way that Plan Type IU is always bundled with Plan Types 10/10/11/12. The approach is to add a new procedure rather than modifying the existing logic.	1/15/2018		Use MBA0014C
BA0804	Reconciliation	Delinquency Reconciliation	In Development	Add a new procedure after medical has been processed. Pay Vision Buy-up delinquency if there is no open medical delinquency.	1/15/2018		Use MBA0014C
BA0094	Reconciliation	PERS Deduction Actual Inbound File		Add Plan Type IS	1/31/2018		
BA0095	Reconciliation	SFERS Deduction Actual Inbound File		Add Plan Type IS	1/31/2018		
BA0096	Reconciliation	STRS Deduction Actual Inbound File		Add Plan Type IS	1/31/2018		
BA0038	Reconciliation	Deduction Reconciliation		Add Plan Type IS	2/1/2018		
BA0038	Reconciliation	Delinquency Reconciliation		Add Plan Type IS	2/1/2018		
BA0027	Deduction Calculation	Resend Page		Add Plan Type IS	2/2/2018	First needed for PER 2/28/18	
BA0163	Report	Overage Audit Report		Add Plan Type IS	6/1/2018		
BA0109	OTC	FIS Inbound File	Vince	Vince to confirm if this program needs modification.	TBD		
BA0128	OTC	FIS Outbound File	Vince	Vince to confirm if this program needs modification.	TBD		
BA0102	Enrollment file	COBRA		Question for Mirchall: Can a member continue this coverage upon termination of coverage? Do we need to send plan information to the member?	TBD		
BA0124	MCP	MCP Benefit Summary Page		Add Plan Type IS	TBD	Low priority	
BA0517	Interface	Truven		Maina to confirm if this needs modification.	TBD		
NEV	Interface	Vision Buy Up Vendor Payment File		Write a new program	TBD	A query can be developed initially	

Detailed Rate Calculations

EFFDT	EFF_STA	RATE_TV	DESCR	DESCRSHORT	PAY_FRE	RATE_UN	CURREN	RATE_LIN	FLAT_AM	PCT_RAT	BN_RATE_KEY01	BN_RAT	BN_RATE_K	BN_EMPL	BN_EMPL_RATE	BN_B_TA	BN_A_TA	BN_N_TAX_RATE	BN_T_TAX_RATE
1/1/2018	A	7	Blue Shield Trio - C21 and C79	BlueShield	B	1	USD	N	0.00	0.00	BLSHLD	2	0	0.00	0.00	0	0	651.56	
1/1/2018	A	7	Blue Shield Trio - C21 and C79	BlueShield	B	1	USD	N	0.00	0.00	BLSHLD	3	0	0.00	0.00	0	0	921.11	
1/1/2018	A	7	Blue Shield Trio - C21 and C79	BlueShield	B	1	USD	N	0.00	0.00	BLSHLD	E	0	0.00	0.00	0	0	326.79	324.79
1/1/2018	A	7	Blue Shield Trio - C21 and C79	BlueShield	B	1	USD	N	0.00	0.00	BLSHLD	2	0	0.00	0.00	0	0	651.56	
1/1/2018	A	7	Blue Shield Trio - C21 and C79	BlueShield	B	1	USD	N	0.00	0.00	BLSHLD	3	0	0.00	0.00	0	0	921.11	
1/1/2018	A	7	Blue Shield Trio - C21 and C79	BlueShield	B	1	USD	N	0.00	0.00	BLSHLD	E	0	0.00	0.00	0	0	326.79	324.79

Automation (Enterprise Content Management System)

- Barcode Recognition Process for 6 different QR codes
- recognize QR codes and extract the member ID based on Rec Zones
- iScript development to re-index documents and assign document type
- Capture Profile / Import Agent / Email agent/ Fax agent configuration as needed
- Recognition Agent Configuration
- Workflow configuration for managing successful and failed barcode reads and document re-indexing
- Migration from test to production

SFHSS OPEN ENROLLMENT APPLICATION : CITY & COUNTY OF SAN FRANCISCO EMPLOYEE FOR JANUARY–DECEMBER 2018 PLAN YEAR



You must complete this form and return it to SFHSS with required eligibility documentation by 5:00 PM, October 31, 2017, if any of the following apply:

- You are changing medical or dental elections for January to December 2018.
- You are adding or dropping dependents effective January to December 2018.
- You are enrolling or re-enrolling in a Flexible Spending Account (FSA) effective from January to December 2018.

Do not complete this form if all of the following apply:

- You elect to keep the same medical and dental coverage that you had from January to December 2017.
- You are NOT adding or dropping any dependents January to December 2018.
- You are NOT enrolling or re-enrolling in a Flexible Spending Account (FSA) effective from January to December 2018.

1 YOUR PERSONAL INFORMATION

Last Name	First Name	Initial	DSW 123456
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Automation (Self-Service Pilot)

- 1.1 Self Service eBenefits – End User Acceptance Testing 2
 - 1.1.1 Access Self Service Benefits 2
 - 1.1.2 Access a Benefits Enrollment Event..... 3
 - 1.1.3 Make Medical Elections via Self Service – No Dependent Change – New Plan Choice..... 4
 - 1.1.4 Make Dental Elections via Self Service – No Dependent Change – New Plan Choice..... 5
 - 1.1.5 Make Medical Elections via Self Service – Add Existing Dependent - Same Plan..... 6
 - 1.1.6 Make Dental Elections via Self Service – Add Existing Dependent – Same Plan 7
 - 1.1.7 Make Medical Elections via Self Service – Drop Dependent – Same Plan Choice..... 8
 - 1.1.8 Make Dental Elections via Self Service – Drop Dependent – Same Plan Choice..... 9
 - 1.1.9 Make Medical Elections via Self Service – Add New Dependent – New Plan Choice..... 10
 - 1.1.10 Make Dental Elections via Self Service – Add New Dependent – New Plan Choice..... 11
 - 1.1.11 Make Medical Elections via Self Service – Waive Medical..... 13
 - 1.1.12 Make Dental Elections via Self Service – Waive Dental..... 14
 - 1.1.13 Enroll in FSA via Self Service..... 16
 - 1.1.14 Enroll in Dependent Care FSA via Self Service..... 18
 - 1.1.15 Make Medical Elections via Self Service – Add Existing Dependent – New Plan Choice..... 19
 - 1.1.16 Make Dental Elections via Self Service – Add Existing Dependent – New Plan Choice..... 21
 - 1.1.17 Make Medical Elections via Self Service – Add New Dependent – Same Plan Choice..... 22
 - 1.1.18 Make Dental Elections via Self Service – Add New Dependent – Same Plan choice..... 24
 - 1.1.19 No changes to enrollment..... 25
 - 1.1.20 Confirm and Submit Enrollment..... 26
 - 1.1.21 Change a previously submitted enrollment – Change Plans – Same Deps..... 28
 - 1.1.22 Change a previously submitted enrollment – Same Plan – Drop Deps..... 29
 - 1.1.23 Change a previously submitted enrollment – Same Plan - Add Deps..... 30
 - 1.1.24 Change a previously submitted enrollment – Change Plans – Change Deps..... 31
 - 1.1.25 Make Medical Elections via Self Service – Drop Dependent – New Plan Choice..... 32
 - 1.1.26 Make Dental Elections via Self Service – Drop Dependent – New Plan Choice..... 33

- 1.2 Enrollment Processing – End User Acceptance Test Open enrollment is your annual opportunity to modify your benefit choices.
 - 1.2.1 Locate Enrollment entered from Self-Service.....To continue participating in the Flexible Spending Accounts or the Vacation Buy and Sell program next
 - 1.2.2 Process Application.....year, you must reenroll in these programs during the Open Enrollment period.
You will be able to review the cost of each benefit on the Enrollment Summary.

 **Important: Your enrollment will not be complete until you Submit your choices to the Benefits Department.**

Enrollment Summary

Medical	Full Cost	Credits	Before Tax	After Tax	Edit
Current: Kaiser HMO:Mbr Only					
New: Kaiser HMO:Mbr Only	0.00	317.41	0.00		
Dental	Full Cost	Credits	Before Tax	After Tax	Edit
Current: Delta Dental PPO:Mbr Only					
New: Delta Dental PPO:Mbr Only	2.31	0.00	2.31		