

MEMORANDUM

DATE: September 14, 2023

TO: Randy Scott, HSB President, and Members of the Health Service Board

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: September 14, 2023, Director's Report

UNITED HEALTHCARE AND UCSF HEALTH NETWORK SITUATION:

At this writing, United Healthcare and UCSF have not reached an agreement for UCSF to be an in-network provider for the UHC MAPD PPO Plan. We are aware of a few cases where one of our members has not been able to get their desired appointment with a UCSF Medical Group physician.

For our members who are enrolled in the UnitedHealthcare (UHC) Medicare Advantage PPO Medical Plan (MAPD) and receive care through the UCSF Medical Group, at the discretion of the UCSF Medical Group, the Medical Group may see members because UCSF Medical Group can choose to continue to be an out of network provider. That decision is up to the UCSF Medical Group. We have not seen any recent written instructions from the UCSF Medical Group to our members.

United Healthcare does have a contract in place with the UHC Hospital System.

SFHSS continues to urge both United Healthcare and the UCSF Medical Group to continue to negotiate.

COVID VACCINES:

The FDA met on June 15, unanimously recommending the Fall 2023 COVID-19 vaccines be updated to a monovalent formulation with the XBB lineage of the Omicron variant to provide the best available protection against the most serious consequences of disease resulting from currently circulating variants. In response, the first commercial COVID-19 vaccines are being developed with projected launch dates in Fall (mid-September) 2023. The new commercial vaccines will be subject to FDA approval/authorization before distribution, and the CDC will then issue recommendations on which groups of people should get vaccinated. The anticipated side effects of the new COVID booster are like previous formulations.

COVID VIRUS VARIANTS

The SARS-CoV-2 dominant variant in the U.S. for much of this year is XBB.1.5. Recently a new Omicron variant called BA.2.86 was detected, and it has more than 35 new mutations, compared with XBB.1.5. Less than 5% of infections are from the BA.2.86 variant and recent studies suggest that it is not better at evading the immune system or causing more severe disease. The FDA says the new fall COVID booster and prior immunity should still help protect against serious illness. Like most vaccines, those for COVID are intended to prevent severe disease—hospitalization and death—not infection altogether. While specific CDC recommendations are not yet published, those who would benefit most from the fall COVID

booster are people aged 65 and above, as well as those who are chronically ill, immunocompromised, or pregnant.

Pfizer and Moderna plan to produce monovalent COVID-19 vaccines, using XBB1.5, which is an Omicron subvariant.

Health plans continue to recommend COVID-19 vaccine boosters and recommend following CDC recommendations through their various touchpoints with members.

HEALTH EQUITY, DIVERSITY & INCLUSION UPDATE:

The month of September uplifts both Childhood Obesity Awareness Month and Suicide Prevention Month. On a national level, there is a resounding call for improved access to mental health treatment and services. Ways to prevent obesity and promote healthy eating and physical activity are also at the forefront of education and awareness. In thinking about the complexity of these diseases it is pivotal to uplift the disparities that communities of color face in an effort to support health equity for all.

The [Center for Disease Control and Prevention](#) (CDC) reports that “veterans, people who live in rural areas, sexual and gender minorities, middle-aged adults, certain industries and occupations, people with disabilities, and tribal populations may disproportionately experience factors linked to suicide”. CDC has partnered with federal, national, state, territorial, tribal, and local leaders to develop a [Suicide Resource for Action](#) guide that details strategies with the best available evidence to reduce suicide. This resource provides guidance to healthcare systems and the public health sector to strengthen access to and delivery of suicide care for traditionally underserved populations that are most in need.

CDC also explains that the Social Determinants of Health – “conditions where we live, learn, work, and play - can make healthy eating and getting enough physical activity difficult if these conditions do not support health”. CDC uplifts the [disproportional effect](#) that obesity has on Hispanic and Black children with linkages to socioeconomic status as an indicator of health. [Preventing Childhood Obesity: 4 Things Families Can Do](#) highlights that although obesity is a complex disease, there are actionable steps that parents and caregivers can take in partnership with their healthcare provider.

Approaching health from an equity lens means removing barriers and ensuring that everyone has easy access to the care they need when they need it, regardless of personal characteristics such as gender, race, geographic location, and socioeconomic status. As we advance the 2023-2025 Strategic Plan, SFHSS is aligning with leading health authorities to ensure that equity is engrained in the fabric of our mission, vision, values, and goals.

HEALTH CARE AFFORDABILITY BOARD – Upcoming Meeting September 19, 2023

Agenda Topics include:

- Total Health Care Expenditures (THCE) Measurement including Risk Adjustment; Overview of OHCA Draft Decisions for the Baseline Report; and Introduction to Methodology Considerations for the Statewide Spending Target
- Cost and Market Impact Review (CMIR) - Proposed Draft Regulations Review

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

- Alternative Payment Models, Primary Care and Behavioral Health Investment, and Workforce Stability

[Visit the Health Care Affordability Board Meeting webpage](#)

**HEALTH CARE AFFORDABILITY ADVISORY COMMITTEE – Upcoming Meeting
September 18, 2023**

Agenda Topics include:

- Cost and Market Impact Review (CMIR) - Proposed Draft Regulations Review
- Total Health Care Expenditures (THCE) Measurement including Risk Adjustment; Overview of OHCA Draft Decisions for the Baseline Report; and Introduction to Methodology Considerations for the Statewide Spending Target

[Visit the Health Care Affordability Advisory Committee Meeting webpage](#)

**SAN FRANCISCO HEALTH SERVICE SYSTEM
DIVISION REPORTS: September 2023**

HUMAN RESOURCES:

Resignation/Retirements:

- 1210 Benefits Analyst: Tony Leung took a position in another City Department
- 1209 Benefits Technician (TPV) Rayshone Bow – took a position in another City Department
- 1210 Benefits Analyst: Jason Hammack – – took a position in another City Department

Recruitments:

- 1210 Benefit Analyst: Final offer accepted - Start date 9/18/23.
- 2594 EAP Counselor: Interviews underway.
- 9252 Communications Specialist (PCS): Interviews underway.
- 1814 Benefits Supervisor: Recruitment underway.
- 1813 Sr. Benefits Analyst (TPV): Internal Promotion - Start date 9/18/23.

OPERATIONS:

- Member Services staff handled 3,375 calls in August and 4,177 calls in July 2023.
- Member Services conducted 620 retirement consultations in July 2023.
- Member Services designed and documented multiple business processes and scripts for the Off-Site Call Center and provided train-the-trainer sessions.
- Communications launched new sfhss.org homepage with the support of all divisions within SFHSS. The new homepage was designed to help improve navigation and enable members to more easily find the information they need.
- Communications tracked 15,645 users in August for our sfhss.org website. The top three visited pages after the homepage were the CCSF Employee Group Page, Contact Us, and How to Enroll.
- Communications achieved a 59.1% Open Rate and 12.2% Click to Open Rate for August 2023 eNews. The top three stories were Yoga Tuesdays with 557 clicks,

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Children's Eye Health and Safety Month with 524 clicks, and Health Service Board meeting with 521 clicks.

- ESA completed Controller's Office Cyber-risk Maturity Assessment for FY22/23.
- ESA collaboration with the Finance dept continues on the new SQL Server based rate calculation application. Validation completed for 2,281 rates.
- ESA completed Salesforce case flow modifications for the external call center.
- ESA completed modifications to the eligibility file for ComPsych external EAP services.

FINANCE AND BUDGET:

- Completed budget carryforward funding requests
- Supporting auditors in the annual Health Benefit Trust Audit
- Testing and development of detail rates model
- Completed health benefit trust disclosure update for City bonds.

CONTRACTS:

- Executed agreement with Lighthouse Health & Wellness Public Benefit Corporation for first responder mental health and wellness application.
- Executed agreement with EAP Expert Inc. for Employee Assistance Program counseling case management software and reporting.
- Executed agreement with California Physicians' Service (Blue Shield of California) for HMO Agreement (Access+ and Trio).
- Executed United Healthcare Medicare agreement.
- Executed first amendment to the agreement Alece Birnbach Design, Inc. dba Graphic Recording Studio.
- Executed Nondisclosure Agreement (NDA) with Hyland LLC.
- Released Diabetes Prevention Program Request for Proposal ("DPP RFP").

WELL-BEING: (see attachment)

- Well-being staff supported the grand re-opening of the ZSFG Wellness Center.
- Began the review process and point allocation for the Well-Being@Work department annual plans.
- Continue to prepare for Flu and Open Enrollment Health Fairs.
- Continue to recruit for the Employee Assistance Program Counselor (2594)

Attachments:

- Well-Being Monthly Report

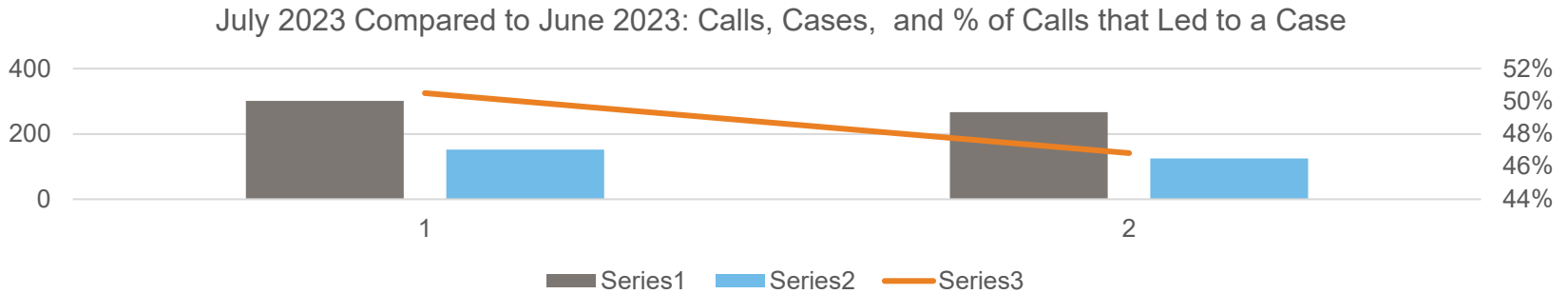
Well-Being Monthly Report

Health Service Board Meeting September 14, 2023

Calls/Cases: Internal & External EAP

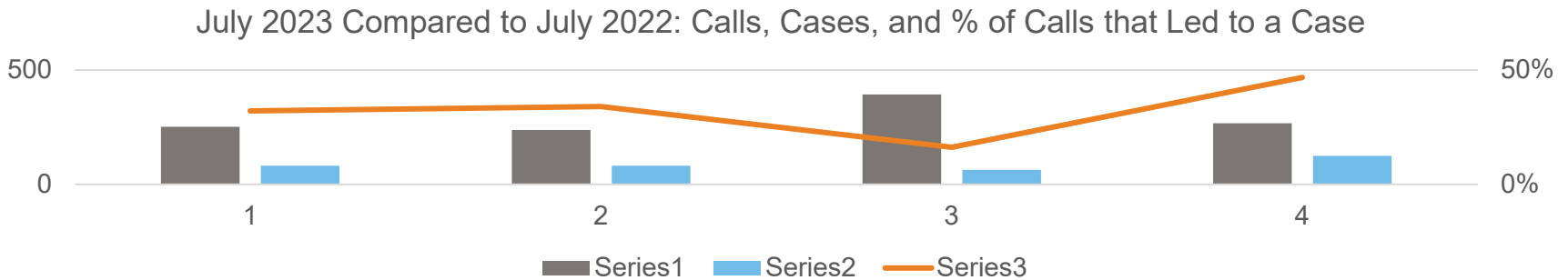
July 2023 Highlights:

- -17.% decrease in cases compared to prior month
- -11.3% decrease in calls compared to prior month



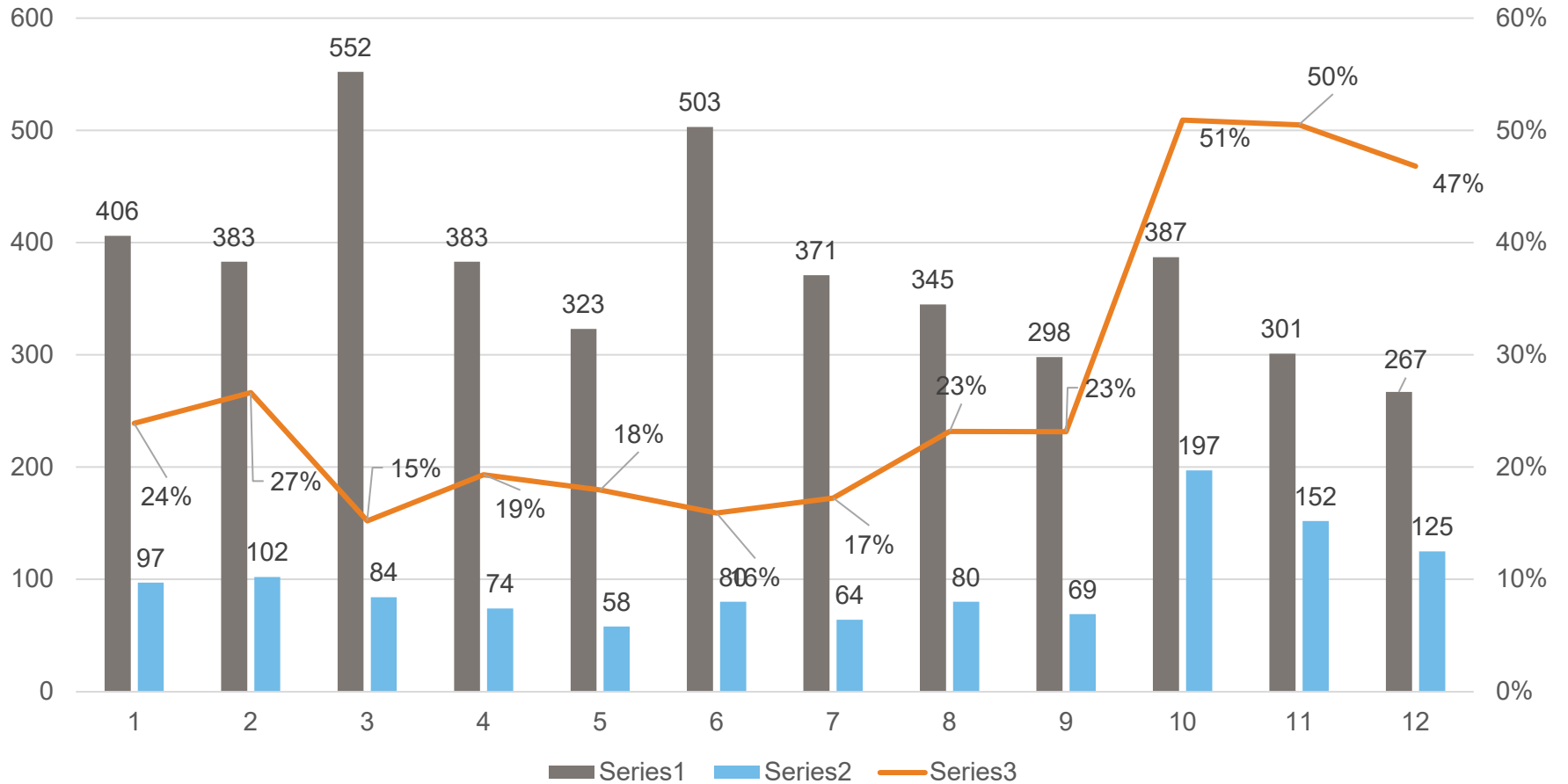
July Year Over Year Highlights:

- +95.3% increase in cases compared to prior year 2022
- -32.1% decrease in call volume compared to prior year 2022



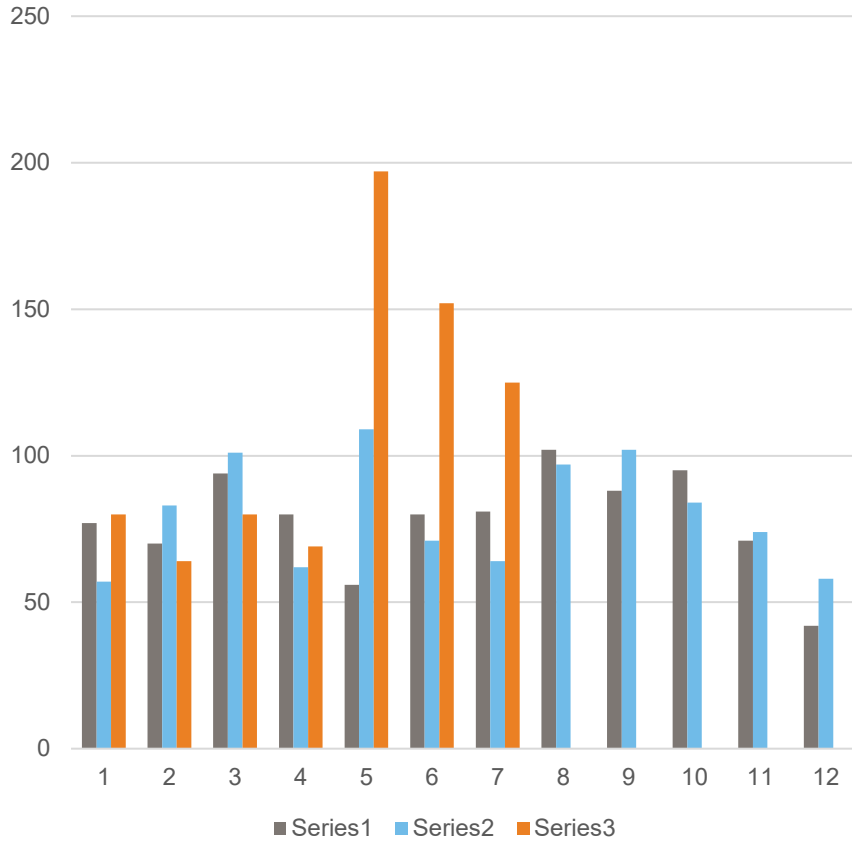
Calls/Cases: Internal & External EAP

External 24/7 EAP + SFHSS Internal EAP:
Total Number of Calls, Cases and % Cases Over a 12 Month Period



SFHSS EAP (Internal and External): Year Over Year

Year Over Year: New Cases



Year Over Year: Call Volume

