

**DATE:** September 9, 2021

**TO:** Dr. Stephen Follansbee, President, Members of the Health Service Board

**FROM:** Abbie Yant, RN, MA Executive Director SFHSS

**RE:** September 9, 2021 Board Report

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**SFHSS is Operating in a Virtual Environment and is Closed to the Public**  
Guidance is pending regarding the resumption of in-person Board and Commission meetings.

**COVID-19 Update (see attached slides)**

As you are aware the COVID-19 pandemic continues to impact our communities. San Francisco Department of Public Health is the lead agency advising us on precautions to take during these months of lower COVID-19 cases and **the vaccine is now readily available**. We encourage all our members to get the vaccine. Recent policy changes require City employees to report their vaccine status and for certain departments employees must be vaccinated. In addition, the new Health Order requires masking while indoors.

<https://sfhss.org/news/covid-19-vaccine>

<https://sf.gov/get-vaccinated-against-covid-19>

<https://sfdhr.org/covid-19>

[New Vaccine Policy](#)

[Face Covering Requirements at Work COVID-19 Prevention Policy](#)

[New Health Order N. C19-07y](#)

SFHSS staff is 100% compliant with reporting their vaccine status as required. Since the Pfizer COVID-19 vaccine was approved by the FDA on August 23rd, all City employees are required to be fully vaccinated by November 1, 2021, as a condition of employment with some high-risk departments having earlier deadlines as required by State and Local Health Orders. Recommendations and guidelines regarding COVID-19 boosters are pending.

The Health Service Board will continue to hold remote meetings until further in-person policy guidelines are decided.

**Racial Equity Action Planning**

I am pleased to announce that the Office of Racial Equity (ORE) highlighted SFHSS during last month's Citywide Racial Equity Leaders Convening. They specifically called out the data-driven approach from our department's Racial Equity Action Plan that was submitted in Dec 2020. This plan speaks to using quantitative data from our all-staff Climate Survey, publicly available data from the DHR website, and qualitative input from staff-voiced needs and vision to inform our approach. All CCSF departments were

required to submit a Racial Equity Action Plan back in December 2020. The Office of Racial Equity has completed final evaluations for 40/52 departments. They aim to complete the rest by the end of summer. Final evaluations will be provided to each department and the Mayor's Office.

At last month's Citywide Convening, ORE also announced that it has entered into a partnership with Digital Services and DataSF to develop standardized questions for the collection of race and ethnicity data. These standardized questions are intended to serve all communities equitably and will be adopted citywide. A proposed data standard and research plan is currently under development, interdepartmental feedback will be requested in September/October and a finalized data standard is anticipated by the end of 2021.

New legislation has also been introduced to the Board of Supervisors that directs the Department of Human Resources to collect voluntary and anonymous sexual orientation demographics from City employees and applicants equitably and inclusively. This is a reexamination of the 1985 City Employee Sexual Privacy Ordinance. "It's important that we step back and ensure that we're doing everything we can to live up to our values, and that includes hiring and retaining a diverse workforce that reflects our community," said Mayor Breed. "This section of our Administrative Code was originally designed in a different era to protect LGBTQ employees from discrimination and harassment, but it has now outlived its purpose. With this change, we'll be able to look at the data and make any changes needed in our hiring practices".

Resource Links:

- [Chapter 12E \(1985 City Employee Sexual Privacy Ordinance\)](#)
- [Press Release: Mayor London Breed and Supervisor Rafael Mandelman Introduce Legislation to Expand LGBTQ Data Collection](#)

**Notice of Period of Unauthorized Communications and Other Prohibited (see attached memo)**

The attached memorandum shall serve as notification to the Health Service Board ("Board") that beginning on September 9, 2021, through June 23, 2022, HSB members are prohibited from unauthorized communications and other prohibited activities in connection with the San Francisco Health Service System ("SFHSS") formal request for information ("RFI") from prospective vendors before a proposed competitive bid process for the Medicare Advantage ("MA") plans and the Annual Rates and Benefits process for the 2023 plan year.

**Legislative Report**

SFHSS is consolidating legislative tracking to provide the most pertinent and up-to-date information about benefits administration and public health to our Health Service Board. Below are brief descriptions and resource links related to policy tracking and regulatory updates.

**OSHA Guidance Issued 8/13:** The US Occupational Safety and Health Administration (OSHA) updated its [COVID-19 guidance documents](#) for employers in all industries. The new recommendations echo those published by the [US Centers for Disease Control and Prevention \(CDC\)](#) and build upon [OSHA’s healthcare industry requirements](#). These recommendations include granting employees paid time off to get vaccinated; instructing infected individuals, unvaccinated employees who have had close contact with someone that tested positive, and all workers with COVID-19 symptoms to stay home from work.

**IRS Notice Issued, Comments Due 9/30:** The Internal Revenue Service (IRS) issued [Notice 2021-40](#) extending temporary relief to June 30, 2022, for the physical presence requirement of any retirement plan participant elections witnessed by a notary public or a plan representative using an electronic system that satisfies applicable requirements. The extension is provided due to the continuing Coronavirus pandemic.

**HHS Public Emergency Declaration extended through 10/18:** The U.S. Health and Human Services secretary could terminate the [public health emergency](#) earlier than October 18, 2021, or extend it again. This public emergency declaration is important to health plan sponsors because it determines the period of time during which group health plans and insurers must pay for COVID-19 tests and related services without charging cost-sharing. In addition, non-grandfathered plans must cover vaccines in network as a preventive benefit, but during the public emergency must also cover them on an out-of-network basis.

<b>Additional Bills of Interest by Topic Area</b>	
Stop COVID-19 Test Surprise Medical Bills Act ( <a href="#">S 2411</a> )	Health Insurance Marketplace Affordability Act ( <a href="#">HR 4572</a> )
Medicaid Saves Lives Act ( <a href="#">HR 4595</a> )	Choose Medicare Act Part E ( <a href="#">HR 5011</a> )
State-Based Universal Health Care Act ( <a href="#">HR 3775</a> )	Health Savings Account Expansion Act ( <a href="#">S 2099</a> )
Qualified Health Savings Account Distribution Act ( <a href="#">S 2113</a> )	Health Act to revise HIPAA Regulations ( <a href="#">HR 4748</a> )
Increasing Health Coverage through HRAs Act ( <a href="#">HR 4123</a> )	Chronic Condition Copay Elimination Act ( <a href="#">HR 4371</a> )
Telehealth Coverage and Payment Parity Act ( <a href="#">HR 4480</a> )	Primary Care Enhancement Act ( <a href="#">HR 4301</a> )
Access to Infertility Treatment and Care Act ( <a href="#">S 2352</a> )	Empowering Parents’ Healthcare Choices Act ( <a href="#">HR 4636</a> )
Lung Cancer Early Detection and Survival Act ( <a href="#">S 1966</a> )	Cancer Drug Parity Act ( <a href="#">HR 4385</a> )

## **Follow up from Prior HSB Meetings**

### **Delta Dental-Ongoing Contract Monitoring (see attached slides)**

Attached to this report is a slide deck prepared by Aon that provides the changes to the Delta Dental contract design changes that were adopted in 2019 for the plan year 2020 and remain in place today.

Delta Dental is presenting its first quarterly report addressing the concerns listed in prior Director's Reports in the areas of 1) Network adequacy, 2) Provider and Member Satisfaction, 3) Smileway Wellness Program, 4) Preventive Services Utilization.

### **Fiduciary Training**

During the fiduciary training at the August Health Service Board (HSB) meeting, HSB Commissioners inquired about fiduciary liability insurance coverage for individual HSB members. HSS is now seeking advice from the City's Risk Manager and the City Attorney's Office and will report back to the HSB at a future HSB meeting.

Health Service Board members expressed an interest in learning more about how pharmacy benefits are administered through the Health Plans and their respective Pharmacy Benefit Managers. Staff is preparing an educational update for an upcoming Health Service Board meeting. In the meantime, staff reviewed the presentation provided to the Health Service Board in April 2019 which provides background to this complex system. The [Pharmacy Landscape and Trends presentation](#) and recording are located on the [April 11, 2019 Board Meeting webpage](#). When watching the recording you'll find the presentation begins at 1hour and 54 minutes into the meeting.

### **COVID-19 Vaccine Resolution Urging Eligible San Francisco Health Service System Members to Receive or Complete COVID-19 Vaccine**

SFHSS staff have noticed all health plans of this [resolution](#) and have received preliminary responses. Staff will meet with each health plan to discuss progress including their communication plans and will report to the Health Service Board at the November Health Service Board meeting. The resolution is located on the Board Policies and reference Documents [webpage](#).

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## **SAN FRANCISCO HEALTH SERVICE SYSTEM**

### **DIVISION REPORTS: August 2021**

#### **PERSONNEL**

##### **Welcome:**

- TEX 1209: Raphaelle Calvin Hudson will start on September 20. Another employee may be joining on the same date.

##### **Recruitments:**

- 1824: First exam scheduled for 8/31. Second exam TBD.
- 1209: Pending Announcement

##### **Employees' Working Status:**

- SFHSS employees continue performing a mix of duties in a variety of locations, including but not limited to essential SFHSS work both in the office and remotely.
- SFHSS is in the process of creating a hybrid plan for all staff to work both in the office and remotely effective 11/1/21. Specific plans and dates will depend on the guidance of Health Ordinances from the State as well as the City.

#### **OPERATIONS**

- In September we will be gradually increasing the number of staff coming into the office in preparation for the increase in call volume during Open Enrollment. Our offices remain closed to the public.
- Member Services took over 3891 calls in June and 4044 in August. All customer service metrics were met.
- Half the calls came in from retirees.
- Virtual consultations have been expanded to include Retirees, New Hires, and current members with Family Status Changes. Since we launched on June 1, 2021, we have had 112 members sign up for virtual consultations.
- BSC/Accolade and HealthNet/Canopy trainings have started and will continue through September.
- Two 1209 Benefit Technicians have been hired and will be starting their training in time for open enrollment.

#### **ENTERPRISE SYSTEMS & ANALYTICS (ESA) (see attached slides)**

- We are moving forward with the Contact Center solution for our phone system. This will expand the available features to support our members with messaging, video, and calling tools. We have an aggressive schedule to deliver this by Open Enrollment.

- ESA has been providing IT support for staff returning to the office in preparation for OE, ensuring all equipment is up to date and working
- Providing weekly training sessions for how to utilize the webinar software for all the scheduled OE webinars. Demonstrating the features and workflows based on different roles of producer, presenter, and attendee. Also assisting in training staff with how to create a recording to use as webinar content.
- Conducted a registration drive with City College on 8/13 to get them into eBenefits
- Conducted the annual HIPAA training for staff on 8/26
- Initial test files have been sent to vendors
- OE programming and Configuration is on track

## **COMMUNICATIONS**

- Finalized Open Enrollment booklets, guides, and letters with printers. Members should receive their packet in late September.
- Piloted eBenefits Registration webinar with retirees and City College to drive account registration during Open Enrollment.
- Collaborated with vendors to pre-record Open Enrollment webinars
- Developed and distributed postcard and email to existing PPO members about change in plan administration from UHC to BSC for the plan year 2022.
- Collaborating with DHR on Return to Workplace events

## **FINANCE DEPARTMENT**

### General Fund

- Fiscal year-end 2020-21
  - Final year-end close transactions completed, posted by 8/13
  - Finalizing carryforward of funds only for projects funded in 2020-21 not yet need completed into 2021-22, due by 8/27
- FY2021-22
  - Board of Supervisor's approved budget and staffing FY2021-22 and FY2022-23
  - Initiated process improvement for Position Reconciliations due 9/3
    - This resulted in a shorter turnaround time for the completion of the reconciliation process for open items. FY21-22 had only two open items versus FY20-21 which had sixteen open items.

### HSS Trust

- Audit/Monitoring
  - Initiated formal regular scheduled meetings with auditing firm MGO
  - Received final list of documentation requests – 83% of requested information completed
- OPEB (Other Post-Employment Benefits) 2020 Valuation
  - Providing the requested information to actuaries supporting the OPEB valuation analysis sponsored by the Controller's Office

### Calendar Year 2022-Renewals/New Plans

- Worked with ESA to develop new system account codes for new health plans

- Open Enrollment Support – CY2022:
  - Generated simple health plan, dental and vision rates for the open enrollment booklets
  - Generated the employee contribution and coverage calendars for the various enrollment classes
  - Developed rate tables to support benefit materials and eligibility systems in progress

## **CONTRACTS**

- Completed evaluation panel review for the Employee Assistance Program and Mental Health Services RFP for City Employees, First Responders and Frontline Personnel.
- Submitted annual report to the Office of Contract Administration for Chapter 12X Banned States.
- Executed agreement with WordJet for transcription services.
- Executed Business Associate Agreement (BAA) with Health Net for PY2022.
- Continued support for the implementation of Blue Shield ASO PPO and Health Net Canopy Care HMO Programs through detailed benefit/plan review and facilitating the transfer of medical and pharmacy information from UnitedHealthcare to Blue Shield of California to ensure continuity of care.
- Completed detailed review of 2022 Plan Documents from all benefit vendors.

## **WELL-BEING (see attached slides)**

- Launched a “Beyond COVID-19 Well-Being” Survey – 6,176 Responses
- All 4 of the First Responder departments have met their download goal for the Cordico app
- July presented the highest case to call volume since the inception of 24/7 EAP at 34% of calls have become a case
- Provided the annual Well-Being@Work Overview Training – 103 Key Players in attendance

## **Attachments:**

1. COVID-19 Updates from Health Plans
2. Notice of Period of Unauthorized Communications and Other Prohibited Activities
3. Delta Dental Design Change History
4. ESA Slides
5. Well-Being Slides

# San Francisco Health Service System Health Service Board

## COVID-19 Update

September 9, 2021

Prepared by:  
Health Solutions





# SFHSS Specific Data—Testing

	Blue Shield of California (BSC) as of 8/27	Kaiser <sup>[1]</sup>		UnitedHealthcare (UHC)	
		Non-Medicare as of 8/24	Medicare as of 8/24	Non-Medicare as of 8/26	Medicare as of 8/19
<b>Cases:</b>					
Confirmed	730	NR	NR	156	746
Probable	NR	NR	NR	2	10
Possible	NR	NR	NR	34	29
<b>Total</b>	<b>730</b>	<b>NR</b>	<b>NR</b>	<b>192</b>	<b>785</b>
<b>Test Results:</b>					
Positive	730	3,077	491	30	61
Negative	22,089	120,989	16,456	462	1,502
Inconclusive / Unknown	NR	NR	NR	988	5,288
<b>Total</b>	<b>22,819 <sup>[2]</sup></b>	<b>124,066</b>	<b>16,947</b>	<b>1,480</b>	<b>6,851</b>

NR Not Reported

[1] Does not represent unique members

[2] May be underreported due to claim submission lag

# SFHSS Specific Data—Vaccine

	Blue Shield of California (BSC) as of 8/27	Kaiser		UnitedHealthcare (UHC)	
		Non-Medicare as of 8/24	Medicare as of 8/24	Non-Medicare as of 8/26	Medicare as of 8/19
Vendor:	Dose	Dose		Individuals	
Moderna	4,099	21,835	10,445	Fully: 851 Partial: 176	Fully: 3,761 Partial: 525
Pfizer	9,771	52,341	13,480		Fully: 3,753 Partial: 630
J&J (Single)	561	2,065	347		Fully: 274
<b>Total</b>	<b>14,431</b>	<b>76,241</b>	<b>24,272</b>	<b>1,027</b>	<b>8,943</b>

**Vaccines are provided to all at no cost.**

## SFHSS Specific Data—Hospitalizations

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- Each carrier reports inpatient hospitalization data differently:
  - Blue Shield of California: 63 cases for the time period of 8/1/2020 – 7/31/2021
  - Kaiser Permanente of California: 20 cases (of which 1 is in ICU) as of August 2021
  - UHC Non-Medicare: 12 cases (of which 4 were/are in ICU and 2 with a ventilator) since inception of pandemic
  - UHC Medicare: 243 cases (of which 49 were/are ICU and 17 with a ventilator) since inception of pandemic

# COVID Health Plan Benefit Info

	BSC as of 8/27/2021	Kaiser Non-Medicare as of 8/27/2021	Kaiser Medicare as of 8/27/2021	UHC Non-Medicare as of 8/2/2021	UHC Medicare as of 7/11/2021
<b>Early Rx Refills Available?</b>	Yes	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	Yes, through 1/20/2021	Yes, through 8/31/2020
<b>Tele-Medicine</b>	Via PCP: Copays waived  Via Teladoc: No copay	No copay (no end date on this)	No copay (no end date on this)	COVID related copays waived through 10/17/2021 Non-COVID related copays waived through 9/30/2020	COVID treatment related copays waived through 3/31/2021 COVID testing related copays waived through 10/17/2021
<b>Tele-Behavioral Health</b>	No copay	No copay (no end date on this)	No copay (no end date on this)	COVID related copays waived through 1/20/2021 Non-COVID related copays waived through 9/30/2020	COVID related copays waived through 3/31/2021
<b>Testing / Diagnostics</b>	Copays waived	Copays waived through the last day of the month following the end of the national public health emergency	Copays waived through last day of the month following the end of the national public health emergency.	Copays waived through 10/17/2021	Copays waived through 10/17/2021

# COVID Health Plan Benefit Info (cont.)

	BSC as of 8/27/2021	Kaiser Non-Medicare as of 8/27/2021	Kaiser Medicare as of 8/27/2021	UHC Non-Medicare as of 8/2/2021	UHC Medicare as of 7/11/2021
<b>Treatment</b>	Copays waived for treatment between 3/31/2020 – 2/28/2021	Copays waived through 7/31/21	Copays waived through 12/31/21	Copays waived through 4/29/2021 Out-of-Network waived through 10/22/2020	Copays waived through 3/31/2021
<b>Specialist and Primary Care</b>	If a member presents at a specialist office and receives testing or treatment with a COVID-19 diagnosis, there would be no member cost share for services	Copays waived through 7/31/21	Copays waived through 12/31/21	Pan deductible and coinsurance applies	Copays waived through 9/30/2020 for specialist; through 12/31/2020 for Primary Care
<b>Other</b>	<a href="https://www.blueshieldca.com/coronavirus/your-coverage">https://www.blueshieldca.com/coronavirus/your-coverage</a>	<a href="https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information">https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information</a>	<a href="https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information">https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information</a>	Emotional support line available: 1-866-342-6892 Sanvello: On-demand emotional support mobile app, free to members <a href="https://www.uhc.com/health-and-wellness/health-topics/covid-19">https://www.uhc.com/health-and-wellness/health-topics/covid-19</a>	

**MEMORANDUM**

**DATE:** September 9, 2021  
**TO:** Dr. Stephen Follansbee President, and Members of the Health Service Board  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** Notice of Period of Unauthorized Communications and Other Prohibited Activities through June 2022

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This memorandum shall serve as notification to the Health Service Board (“Board”) that beginning on September 9, 2021 through June 23, 2022, HSB members are prohibited from unauthorized communications and other prohibited activities in connection with the San Francisco Health Service System (“SFHSS”) formal request for information (“RFI”) from prospective vendors prior to a proposed competitive bid process for the Medicare Advantage (“MA”) plans and the Annual Rates and Benefits process for the 2023 plan year.

Pursuant to the Board’s Service Provider Selection Policy, the Board must be notified of the start of this period of unauthorized communications and other prohibited activities prior to the release of any solicitation for the selection of a primary service provider, as well as prior to the beginning of the annual SFHSS Rates and Benefits process.

During this period, the Board is prohibited from any communications or activities, with current or potential future service providers, on matters relating to SFHSS competitive bid processes for the selection of the primary service provider for medical plans, including but not limited to MA plans, for the 2023 plan year (“Unauthorized Communications and Other Prohibited Activities”), except communications related to SFHSS matters during Board or Board Committee Meetings.

Unauthorized Communications and Other Prohibited Activities include communications and activities prohibited by state and local laws related to conflicts of interest, including Section 15.103 of the City’s Charter, Article III (Conduct of Government Officials and Employees), Chapter 2 (Conflict of Interest and Other Prohibited Activities) of City’s Campaign and Governmental Conduct Code, Section 1.126 of the San Francisco Campaign and Governmental Conduct Code (Campaign Reform Ordinance), and Section 87100 *et seq.* and Section 1090 *et seq.* of the Government Code of the State of California.

Communications and activities include face-to-face conversations, conversations through one or more third-parties or intermediaries, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications.

Any communications with current or potential future service providers for reasons unrelated to SFHSS during this period must be immediately disclosed in writing to the Executive Director and the Board.

# San Francisco Health Service System Health Service Board

## Delta Dental of California Network and Plan Design Summary

September 9, 2021

**Prepared by:**  
Health Solutions



# Overview

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- At prior HSB meetings, several questions have been surfaced around Delta Dental of California's network and plan design:
  - Please provide a summary of the Dental PPO plan design changes that occurred for plan years 2019 and 2020.
  - Please explain Delta's three-tier network design, including the size of the PPO and Premier networks and how our members utilize these networks.



# Retiree Dental Plan Design Changes PY 2019 and 2020

- There have been two key changes to the dental PPO plan with Delta Dental of California over the past 3 years:
  - Introduced SmileWay program (support for chronic conditions)—Plan Year 2019
  - Modified plan design—Plan Year 2020

Plan Feature	PPO Dentists	Premier Dentists	Out-of-Network
Annual Deductible – <b>2019</b>	No deductible	<b>\$50 per person</b> ; \$150 for family (excluding diagnostic and preventive care)	
Annual Deductible – <b>2020+</b>	No deductible	<b>\$75 per person</b> ; \$150 for family (excluding diagnostic and preventive care)	
▪ Crowns – <b>2019</b>	<b>50%</b> covered	50% covered	50% covered
▪ Dentures/Pontics/Bridges – <b>2019</b>	<b>50%</b> covered	50% covered	50% covered
▪ Endodontic/Root Canals – <b>2019</b>	<b>50%</b> covered	50% covered	50% covered
▪ Crowns – <b>2020+</b>	<b>60%</b> covered	50% covered	50% covered
▪ Dentures/Pontics/Bridges – <b>2020+</b>	<b>60%</b> covered	50% covered	50% covered
▪ Endodontic/Root Canals – <b>2020+</b>	<b>60%</b> covered	50% covered	50% covered

**NOTE:** this exhibit contains plan summary information only. For a more detailed description of benefits and exclusions for each plan, please review the plan's Evidence of Coverage (EOC), available on [sfhss.org](http://sfhss.org)

# Plan Design Variation by Type of Dentist Utilized

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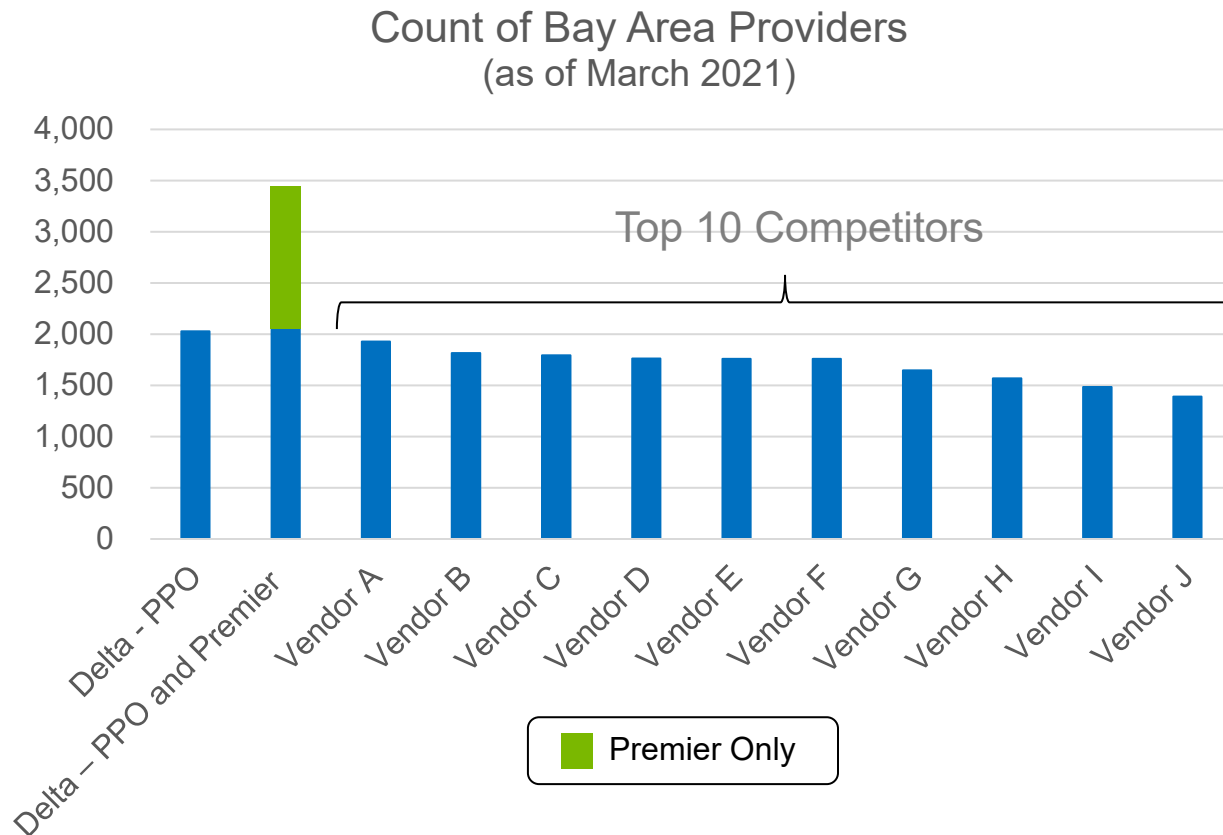
## Delta Dental Dentist Network Utilization—Three Benefit Levels

- Delta Dental has two levels of network dentists, based on level of plan discounts dentists are willing to accept:
  - Deepest discounts are for dentists in Delta’s PPO network.
  - Lesser discounts are for dentists in Delta’s Premier (2<sup>nd</sup> level) network.
  - No discounts are available for dentists choosing not to participate in either Delta’s PPO network or Delta’s Premier network.
- Members receive the highest level of benefits for many services by utilizing a Delta Dental PPO dentist, as exhibited on the previous page.
- Key member benefits for using a Delta network dentist (PPO network or Premier network) rather than an out-of-network dentist are:
  - Network dentists are prohibited from balance billing while balance billing can occur with use of an out-of-network dentist.
  - Network dentists will file claims on the member’s behalf while the member is required to submit a paper claim to Delta for reimbursement with use of an out-of-network dentist.

# Network Size

## Network Composition—Delta Dental PPO Network

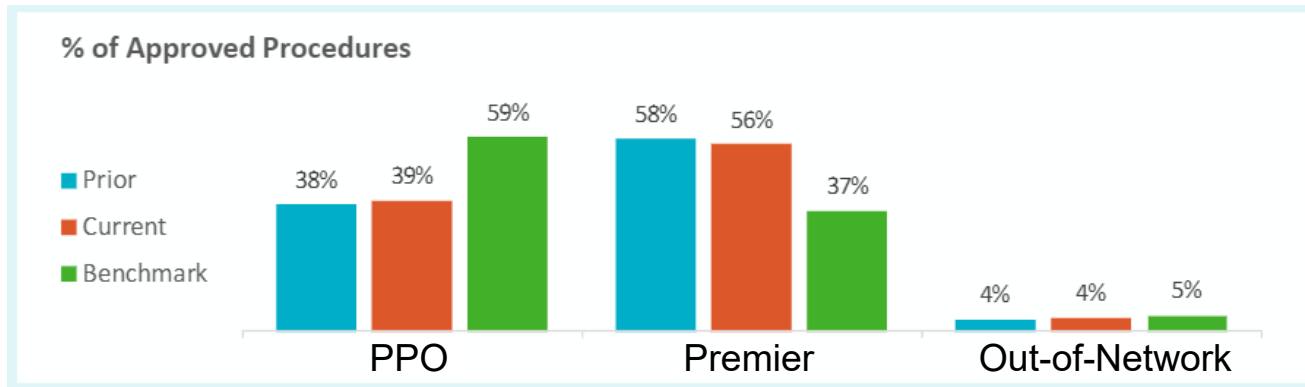
- Delta Dental has the largest network of network contracted dental providers in the Bay Area



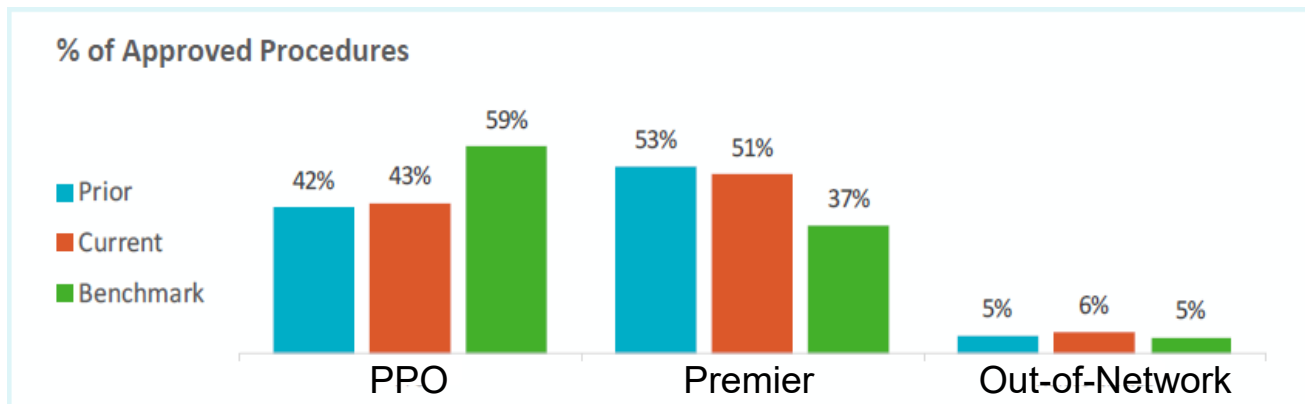
# Member Dentist Utilization by Type of Network Dentist

- Presently, SFHSS members/retirees and their family members use Premier dentists at a much higher rate than PPO dentists (blue and red bars)—counter to general book of business experience from Delta Dental (green bars):

- Active Employees:



- Retirees:



Prior = 2019  
Current = 2020

# Finding a Network Dentist

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## Delta Dental Dentist Network Utilization—Three Benefit Levels

- Members are encouraged to consider seeking Delta PPO dentists for services.
  - Member coinsurance requirements will be less for many services when using a PPO dentist.
  - Overall service costs are generally less for PPO dentists given higher discounts for PPO network dentists versus Premier network dentists.
  - Members avoid balance billing.
  - Network providers will submit claims on the member's behalf.
- SFHSS members can search for PPO network dentists (and Premier network dentists) at these weblinks:
  - <https://www1.deltadentalins.com/individuals/find-a-dentist.html> (enter a zip code and choose PPO Network on the drop-down menu before clicking the Find-a-Dentist search button).
  - SFHSS members can also access this network provider search online tool via <https://www.deltadentalins.com/ccsf/>

# SmileWay Benefit







## SmileWay Benefit—Additional Services To Support Chronic Conditions

- Because many chronic conditions that impact a member’s health are able to be managed more effectively through more proactive dental care, Delta Dental created the SmileWay program which SFHSS first adopted in 2019 (and enhanced for the 2021 plan year).
- Additional services are available each year for members presenting with one of the following chronic diseases: diabetes, heart disease, HIV/AIDS, rheumatoid arthritis, and stroke.
- Under the SmileWay benefit, qualifying members receive these added benefits annually at no member cost (with these services NOT applying to member annual benefit limits):

Description	Code	Frequency Limits
Teeth Cleaning	D1110 or D1120	Up to 4 per year
Periodontal maintenance	D4910	
Periodontal scaling	D4341 D4346	1 per quadrant per year
Root planing	D4342	

# Enterprise Systems and Analytics Monthly Report

Health Service Board Meeting | September 9, 2021

Project	Status	Key Accomplishments
Compliance: Cybersecurity / Disaster Preparedness / Regulatory		<ul style="list-style-type: none"> <li>• Timely remediation of cyber alerts</li> <li>• Annual HIPAA training provided to all staff</li> </ul>
VOIP telephony upgrade		<ul style="list-style-type: none"> <li>• Quote for the Webex Contact Center solution approved</li> <li>• Work is being scheduled with ConvergeOne (implementation vendor)</li> <li>• Goal is go-live by Open Enrollment</li> </ul>
Dependent Eligibility Verification Audit		<ul style="list-style-type: none"> <li>• Project moving into drafting requirements for professional services</li> </ul>
eBenefits		<ul style="list-style-type: none"> <li>• Conducted registration drive with City College on 8/13</li> <li>• 2 remaining issues with eBenefits workflow – resolution expected by mid-September</li> </ul>
Social Determinants of Health (SDoH) / Data Measurement Plan		<ul style="list-style-type: none"> <li>• Continued development of data measurement plan</li> <li>• Initial meetings with health plans regarding SFHSS 3-year plan</li> </ul>
Open Enrollment		<ul style="list-style-type: none"> <li>• All development requests have been submitted</li> <li>• Attending BSC and Healthnet implementation meetings</li> <li>• 15 interface files in various stages of development</li> <li>• Initial test files have been sent to vendors</li> <li>• Configuration of benefits system to reflect 2022 play year is on track</li> <li>• OE letter data extracted. Preparing for delivery to print house</li> <li>• Various data files provided for targeted communication campaigns</li> <li>• IT support for staff returning to office</li> <li>• IT support for webinars: training</li> </ul>



On Schedule, Adequate Resources, Within Budget, Risks in Control



Potential issues with schedule /budget can be saved with corrective actions



Serious issues. Project most likely delayed or significant budget overrun



# Well-Being Monthly Report

Health Service Board Meeting | September 9, 2021

## W@W Key-Player Virtual Training

### Topics Covered:

- ✓ **COVID-19 Vaccine Awareness & Resources**
  - A special presentation led by Dr. Fiona Wilson, DHR Supervising Physician, to help bring awareness to COVID-19 Vaccines and resources available to city employees.
- ✓ **Well-Being@Work Overview FY 2021-2022**
  - Provided Well-Being program updates and introduced the new Annual Plan Worksheet to help support Key Players start to develop their annual plan.

**Attendees:** 103 Champions and Department Leads for Well-Being

### Training Goals:

1. Increase knowledge on COVID-19 - vaccines and available resources
2. Understand the champion and department lead role in supporting well-being as a Key Player
3. Learn about resources and tools offered by SFHSS to support Well-Being@Work
4. Identify Well-Being@Work priorities for your Department Annual Plan FY 2021-2022



**WELL-BEING  
@WORK**

## Beyond COVID-19 Well-Being Survey

**Launched:** 7/28/2021 – 8/23/2021

- ✓ Some departments were allowed an extension to push for the 20% participation goal.

### **Objective:**

- ✓ Compare 2021 data to 2020
- ✓ Provide departmental results to assist in the development of their well-being annual plan.

**Participation Goal:** Achieve 20% participation

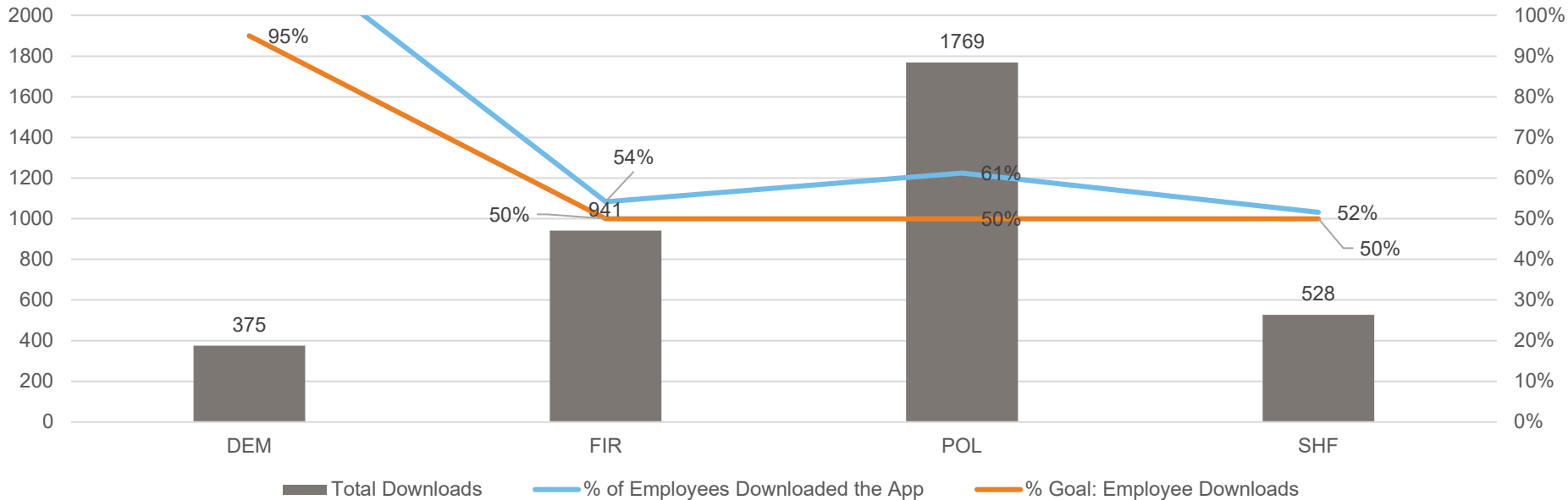
### **Early Data Results:**

- ✓ Survey sent to 28,153 employees
- ✓ 6176 responses representing 22% participation (increase of 4% compared to 2020 survey)
- ✓ 32 Departments achieved > or equal to 20% participation
- ✓ 34 departments increased their overall participation from 2020

## Behavioral Health: Cordico Wellness App

- Download goal has been met by all First Responder Departments
- Total downloads:
  - 3,613
  - 133 new downloads in July

Total Downloads and % of Employees Downloaded by Dept. (YTD)



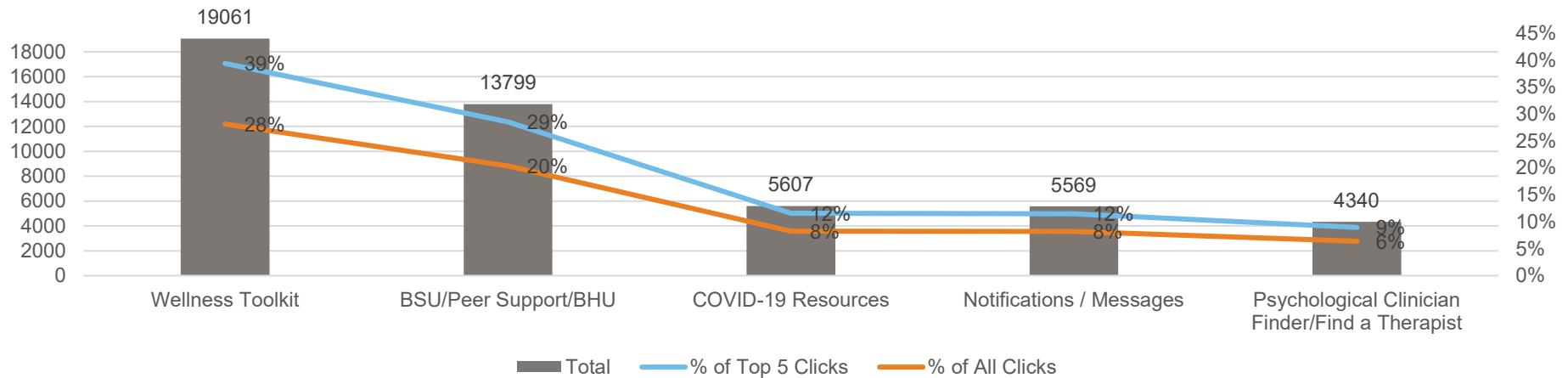
Data represented 5/25/2020 through 7/31/2021

## Behavioral Health: Cordico Wellness App

### Modules -

- Total of 66,157 modules clicks since inception
- July – Highest number of clicks by Dept.
  - ✓ DEM – Covid-19 Resources (18)
  - ✓ FIR – Behavioral Health Unit (99)
  - ✓ POL – Behavioral Science Unit (491)
  - ✓ SHF – Command Staff (31)

Top 5 Modules Clicked: Total clicks, % of clicks within the top 5 modules and % of all module clicks



\*Data represented 5/25/2020 through 6/30/2021

## July Highlights

- Highest case to call volume since inception of the program at 34%
- 15% increase in people serviced for individual services – largest impact is reflected in participants engaged in trainings

### External 24/7 EAP

*(Data represents 8/1/2020 through 7/31/2021)*

- 2,223 calls of which 798 (36%) became cases
- Highest call volume takes place between 11 am - 2 pm

### July 2021

- 56% of all callers are between the age of 31-50
- 22% of all calls are outside of regular business hours
- 28% of all presenting issues are psychological

### SFHSS Internal EAP

*(Data represents 8/1/2020 through 7/31/2021)*

#### Services

- 3,234 individuals served
- 1,680 services provided
- 268 leadership consultations
- 848 individual consultations
- Responded to 18 critical incidents serving 104 individuals
- Took on 109 new cases

External 24/7 EAP + SFHSS Internal EAP:  
Total Number of Calls, Cases and % Cases

