



City & County of San Francisco

HEALTH SERVICE BOARD

1145 Market Street + Suite 300 + San Francisco, CA 94103

Minutes

Regular Meeting

Thursday, September 11, 2014

1:00 PM

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, California 94103

Call to order

Pledge of allegiance

Roll call President Jean S. Fraser
Vice President Randy Scott, arrived 1:23 pm
Commissioner Karen Breslin
Supervisor Mark Farrell
Commissioner Sharon Ferrigno
Commissioner Wilfredo Lim
Commissioner Jordan Shlain, M.D., excused

This Health Service Board meeting was recorded by SFGovTV. Links to videotaped meetings and all meeting materials are posted on the myhss.org website.

This meeting was called to order at 1:04 pm.

09112014-01 Action item Approval (with possible modifications) of the minutes of the meeting set forth below:

- Regular meeting of August 14, 2014

Staff recommendation: Approve minutes.

Documents provided to Board prior to meeting:
Draft minutes.

- Commissioner Breslin made a correction to Item 2 of the regular minutes of August 14, 2014, stating that she recommended holding public comment at the beginning and end of each meeting.

Public comments: None.

Action: Motion was moved and seconded by the Board to approve the regular meeting minutes of August 14, 2014, as revised.

Motion passed 5-0.

- 09112014-02 Discussion item [General public comment on matters within the Board’s jurisdiction not appearing on today’s agenda](#)

- President Fraser confirmed that public comment would be heard at the end of this meeting.

Public comments: None.

- 09112014-03 Discussion item [President’s Report](#) (President Fraser)

Documents provided to Board prior to meeting: None.

- President Fraser congratulated Catherine Dodd, HSS Director, for being one of the honorees at the 2014 CEDAW Women’s Human Rights Award program entitled, “Inspiring an Equal Future” on September 22, 2014 at the Julia Morgan Ballroom. She noted that tickets and sponsorships were still available.

Public comments: None.

- 09112014-04 Discussion item [Director’s Report](#) (Director Dodd)

- HSS Personnel
- Finance, Operations, Data Analytics, Communications, Wellness/EAP, Vendor Contracts
- Meetings with Key Departments
- Other additional updates

Documents provided to Board prior to meeting:

1. Director’s report;

2. Reports from Operations, Data Analytics, Communications, Wellness and Employee Assistance Program.

- Director Dodd reported that two new Benefits Analysts were in attendance, Anthony Gan and Gabriel Jones. She also presented the Director's Report, which may be viewed on the myhss.org website.
- President Fraser asked about the 4,445 detailed rates cited in the Director's Report, and commended HSS staff for their accurate calculations.
- Director Dodd confirmed that each rate is individually checked, which indicates the many variations that can exist with families, retirees, dependents and active members.
- Director Dodd referenced the active employee 2015 contribution comparison chart, noting that the Health Service Board has been attempting to narrow the difference between Kaiser and Blue Shield for the last four years. The goal is to balance out HSS' membership, which will keep premiums down in the future.
- The monthly employee contribution to the 2015 rates for Kaiser are as follows for the 93-93-83 contribution strategy:
 - \$38.78 – employee only
 - \$77.42 – employee and one dependent
 - \$265.89 – employee and family
- The monthly employee contribution to the 2015 rates for Blue Shield are as follows for the 93-93-83 contribution strategy:
 - \$45.32 – employee only
 - \$90.49 – employee and one dependent
 - \$310.82 – employee and family

- \$0.00 – employee only
 - \$44.24 – employee and one dependent
 - \$265.89 – employee and family
- \$0.00 – employee only
 - \$51.71 – employee and one dependent
 - \$310.82 – employee and family
- Director Dodd also provided a brief State Legislative update:
- State Senator Mark Leno’s transparency legislation passed and was signed by Governor Brown. It was modified from last year’s version, which Governor Brown did not sign.
- SB 1340 passed, which was cleanup to the extended transparency legislation passed the previous year.
- The bill that would have required health plans to keep track of copays did not pass the State Legislature.
- Director Dodd also thanked Supervisor Farrell for his legislation on transparency approved by the Board of Supervisors in July.
- Supervisor Farrell commented that the transparency legislation approved by the Board of Supervisors asked the Health Service Board and Director Dodd, in particular, to establish transparency guidelines that vendors must follow in order to contract with the City and County of San Francisco. The line items to be disclosed will be determined by the Health Service Board, not the Board of Supervisors.
- Supervisor Farrell also noted that the transparency legislation was approved unanimously by the Board of Supervisors. He

thanked the unions, specifically SEIU 1021, Local 21, MEA and the other participants for their work on the legislation.

Public comments: None.

- 09112014-05 Discussion item **Presentation of Aon Hewitt's 2014 Health Care Survey** (Aon Hewitt)

Documents provided to Board prior to meeting:
Report prepared by Aon Hewitt.

- Barbara Weaver Lloyd, Aon Hewitt representative, presented Aon Hewitt's 2014 Health Care Survey, which is produced each year.
- Over 900 organizations and approximately 1200 individuals participated in the survey in December 2013 and January 2014. The survey centered on three main themes:
 - Driving defined commitment;
 - Advancing trend mitigation;
 - Elevating the health imperative.
- Commissioner Scott made a request regarding "Advancing Trend Mitigation" on page 19 of Aon Hewitt's report. He asked if Aon Hewitt could provide how percentages have changed for several of the companies from last year's survey or even two years ago focusing on certain trend factors.
- Ms. Weaver Lloyd responded that Aon Hewitt has been conducting this survey for approximately 10 years, so she will be able to go back several years and pick out salient points to track trends.
- Commissioner Scott also requested that Aon Hewitt provide tracking over the last three years or so on value-based insurance design approaches in health plans (page 15), use of integrated delivery models (page 17), tightly managed health of the chronically ill (page 19) and providing on-site preventive urgent care services (page 21) .
- Ms. Weaver Lloyd responded that she may include additional research with the information requested by Commissioner Scott.

- Commissioner Lim expressed an interest in the value-based information.
- Commissioner Breslin noted that the survey contained little information on drug use, legal and/or illegal.
- Ms. Weaver Lloyd stated that because the survey was approximately 80 slides, she and Director Dodd decided to reduce its length. She noted that the entire survey was available as a PDF document and could be sent to the Board, if there was an interest.
- President Fraser asked to have the entire survey sent to the Board.
- See Aon Hewitt's report on myhss.org for survey results.
- Commissioner Scott arrived during this presentation.

Public comments: None.

□ 09112014-06 Discussion item

[Follow-up report from Blue Shield and UnitedHealthcare on urgent care facilities](#) (Blue Shield/UnitedHealthcare representatives)

Documents provided to Board prior to meeting:
Reports from Blue Shield and UnitedHealthcare.

- This item was continued from the August 14, 2014 Health Service Board meeting. Blue Shield and UnitedHealthcare representatives were in attendance and made separate presentations to the Board.
- Michelle Vollrath, UnitedHealthcare Vice President of Account Management, stated that Jennifer Magoon was unable to attend this meeting due to illness.
- Ms. Vollrath introduced Ann Harvey, UHC Director of Provider Relations (Northern California), and Janet Lundbye, UHC Vice President of Network and Provider Relations for the entire State of California.
- Ms. Vollrath summarized UHC's urgent care presentation from August 14, 2014. Updated directories were also provided for the Hetch Hetchy area and within 25 miles of Zip Code 94103 (HSS offices).

- Ms. Vollrath noted that in addition to computer access, UHC offers a mobile telephone app. Members without computer access may call UHC member services for information on urgent care locations.
- Commissioner Scott asked if the information being presented included updates since the last meeting.
- Ms. Vollrath stated that her presentation did not include new information. However, a flier specific to CCSF had been created to offer better support to HSS members using myuhc.com.
- President Fraser suggested that UHC update its online tool to make it easier for members to determine their specific network.
- Ms. Vollrath responded that UHC will attempt to simplify its website navigation for HSS members. She walked through the online steps noting that the dropdown menu includes the option to choose either urgent care centers or convenience care clinics (i.e., Rite Aid or CVS). If a selection is not made, both urgent care centers and convenience care clinics are provided, which Ms. Vollrath acknowledged may cause member confusion.
- Commissioner Breslin stated that she had attempted again to obtain urgent care information by calling UHC's member services, however, she received incorrect information for her zip code.
- Ms. Vollrath acknowledged that this was Commissioner Breslin's second report on receiving inaccurate information from UHC's member service center. She will notify the Chico Center since UHC placed test calls to follow up on Commissioner Breslin's previous complaint.
- President Fraser responded that UHC will be invited back again next month to update its report.
- Commissioner Breslin also requested that UHC follow-up with Director Dodd on its progress in improving member access to

urgent care information to ensure that UHC is responding to members' calls accurately.

- Commissioner Scott thanked UHC's network management for attending this meeting, at the request of the Board, so that they could hear the discussion firsthand as many times the account executives and marketing representatives "get hung out to dry."
- Paul Brown, Vice President of Premiere Accounts for Blue Shield's account management, addressed the Board. He was joined by Wendy Devin, Director of Networks Service, and Tracy Barnes, who is responsible for provider contracting in Northern California.
- Mr. Brown stated that Blue Shield's provider partners have a vested interest in moving emergency care to the urgent care setting. He noted that Ms. Devin's team works specifically with the IPAs and medical groups to ensure member access to care and redirecting members from emergency care to urgent care when appropriate.
- In the last two years, emergency department utilization has been reduced by approximately 7% in both Blue Shield's ACOs, Hill Physicians and Brown & Toland.
- Golden Gate Urgent Care Center was opened in 2013, Seton Urgent Care Center opened in January 2014 and West Portal's Urgent Care Center opened two months ago. An urgent care center on Van Ness Avenue in San Francisco is scheduled to open in the fourth quarter of this year. UCSF Urgent Care Center will start operating on Sundays beginning either in the fourth quarter of 2014 or the first quarter of 2015.
- Providers are instructed to notify members to contact their primary care physician first instead of going immediately to the emergency department for after hours' urgent care. The member should then leave a message with the answering service or on the primary care physician's answering machine.
- Blue Shield's primary care physicians are required to return calls within 30 minutes after hours. Physicians have a contractual

agreement to be available 24 hours a day, seven days a week and are monitored through an independent survey.

- Mr. Brown noted that California is one of the few states that does not license urgent care centers, leaving the plans to define the urgent care setting.
- Blue Shield has three criteria for urgent care centers:
 - Must have extended hours;
 - Must take walk-in patients; and
 - Must take same day appointments.
- To locate an urgent care center on a provider's website, a member should click on the "urgent care centers" tab and enter a zip code. A list of urgent care centers by county will appear.
- Blue Shield provided a handout showing the urgent care centers in the Counties of San Francisco, Alameda, Contra Costa and San Mateo.
- Commissioner Scott inquired into urgent care centers in Marin County, the original county in question brought before the Board by a member several months ago.
- Mr. Brown stated that a 30-mile radius report was prepared for the Board, therefore, Marin County was not included. He agreed to follow up and report back to the Board on commercial and Medicare Advantage information for Marin County.
- Commissioner Breslin stated that she checked most of the urgent care centers on the list provided by Blue Shield and they were correct. However, she noted that one member called Blue Shield's member service line and was referred to St. Luke's, which has an emergency department and not an urgent care center.
- President Fraser asked if urgent care center information could be printed on the back of member cards.

- Mr. Brown responded that there is enough space on the back of the member card to include customized information, noting that Director Dodd had also expressed interest in including specific language.
- Commissioners Ferrigno and Farrell departed the meeting during this agenda item.

Public comments: Claire Zvanski, RECCSF representative, asked if Blue Shield could also provide urgent care information for Sonoma County, as well as Tuolumne County, if applicable. She has received phone calls from retired members who do not have computers and are not technologically adept asking for information on how to access wellness programs and urgent care centers.

Dennis Kruger, active and retired firefighter representative, suggested including telephone numbers to urgent care facilities in the Open Enrollment booklets, noting that many people do not have computers.

- 09112014-07 Discussion item **Report on network and health plan issues (if any)**
(Respective plan representatives)

Public comments: None.

- 09112014-08 Discussion item **Opportunity to place items on future agendas**

- Commissioner Scott asked when Erik Rapoport, Deputy City Attorney, would be prepared to report on the implications of SEIU's 2014 Collective Bargaining Agreement language requesting Health Service System participation in joint labor-management committee meetings on healthcare quality and costs stating that it would be helpful to have clarification in a public forum.
- Commissioner Scott also inquired about the Board's responsibilities in complying with the transparency resolution passed by the Board of Supervisors in July and asked for Mr. Rapoport's interpretation. The resolution states that the Health Service System will report back to the Board of Supervisors on the status of negotiations with healthcare vendors by March 31, 2016.

- Mr. Rapoport suggested including the relevant Collective Bargaining Agreement language in next month's Board packet for discussion on the direction HSS and the Board may want to take.
- Mr. Rapoport will also address the transparency resolution approved by the Board of Supervisors in July 2014 at next month's meeting.
- President Fraser announced the cancellation of the Board's October 9 meeting to allow HSS staff to focus on Open Enrollment. She also noted that the Statin Forum originally scheduled on October 9, 2014 has also been cancelled at Dr. Shlain's request.
- Director Dodd announced that an overnight trip to Hetch Hetchy was planned for October 1, 2014. An open enrollment presentation was also scheduled at 7:30 am on October 2, 2014 and a flu shot clinic was scheduled from 2:00-6:00 pm that day. She asked that any commissioners interesting in making the trip to contact her.

Public comments: None.

□ 09112014-09 Discussion item

Opportunity for the public to comment on any matters within the Board's jurisdiction

Public comments: Claire Zvanski asked if the flu shot clinic in Hetch Hetchy included shots for members' dependents as well.

Director Dodd responded that the flu shots would be available for members only, not dependents.

Ms. Zvanski also inquired about wellness information for retirees, stating that she has been receiving inquiries regarding wellness activities.

Director Dodd stated that a separate wellness brochure will be included in the open enrollment packet for the following members: actives, commissioners, San Francisco Community College District, San Francisco Unified School District and retirees.

Lastly, Ms. Zvanski noted that there will be free flu shots at the retiree health fair in October, which is a first. She thanked HSS and Margaret O'Sullivan

(HSS Wellness Coordinator) for organizing the flu shots.

Dennis Kruger, active and retired firefighters' representative, stated that he visited HSS to update paperwork and found the new offices on the third floor to be lovely. He commended Vadia Henry, HSS Benefits Analyst, on her great customer service.

Mr. Kruger also had the opportunity to tour the HSS Wellness Center as exercise classes were being conducted. He commended the Health Service System and stated that the Wellness Center is a great added benefit for all CCSF employees and retirees.

□ Adjourn: 2:40 pm

Summary of Health Service Board Rules Regarding Public Comment

- Speakers are urged to fill out a speaker card in advance, but may remain anonymous if so desired.
- A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
- A member may comment on any matter within the Board's jurisdiction at the designated time at the end of the meeting.

Health Service Board and Health Service System Web Site: <http://www.myhss.org>

Disability Access

Regular Health Service Board meetings are held at City Hall, 1 Dr. Carlton B. Goodlett Place, in Hearing Room 416 at 1:00 PM on the second Thursday of each month. The closest accessible BART Station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are: #42 Downtown Loop, and the #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking in the vicinity of City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex.

Accessible seating for persons with disabilities (including those using wheelchairs) will be available.

The following services are available upon request:

- American Sign Language interpreters will be available upon request.
- A sound enhancement system will be available upon request at the meeting.
- Minutes of the meeting or hearing are available in alternative formats.

If you require the use of any of these services, please contact Health Service Board Secretary, Laini K. Scott, at (415) 554-1722 or by email at laini.scott@sfgov.org at least 72 hours prior to the meeting.

In order to assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals.

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Lobbyist Registration and Reporting Requirements

Individuals and entities influencing or attempting to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; web site www.sfgov.org/ethics.

Summary of Health Service Board Rules Regarding Cell Phones and Pagers

- The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at Health Service Board meetings and its committee meetings.
- The chair of the meeting may order the removal from the meeting room of any person(s) in violation of this rule.
- The chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule.

The complete rules are set forth in Chapter 67A of the San Francisco Administrative Code.

If any materials related to an item on this agenda have been distributed to the Health Service Board after distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Laini K. Scott at (415) 554-1722 or email at laini.scott@sfgov.org.