



# HEALTH SERVICE BOARD

## CITY & COUNTY OF SAN FRANCISCO

### MINUTES

#### Regular Meeting

Thursday, October 11, 2018

1:00 PM

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

- Call to order Start Time: 1:03pm
- Pledge of allegiance
- Roll call 

President Karen Breslin  
Vice President Stephen Follansbee, M.D.  
Commissioner Wilfredo Lim  
Commissioner Sharon Ferrigno  
Commissioner Randy Scott  
Supervisor Rafael Mandelman
- 10112018-01 **Action item**

Approval (with possible modifications) of the minutes of the meetings set forth below:

  - Regular meeting of September 13, 2018

Staff recommendation: Approve minutes.

Documents provided to Board prior to meeting: Draft minutes.

**Public comments: None.**

Commissioner Randy Scott had a few edits for the September meeting minutes. The Commissioner requested that the meeting minutes pages are numbered in the future.

  - It was asked that the word “meeting” be added after 2018 in the first bullet written on page 3. (Specifically, the sentence fragment would say “the KPMG audit will be presented at the December 2018 Board meeting.”)
  - Commissioner Scott also wanted to correct the spelling of a titled audit, mentioned on page 3, the original spelling was “GASBY” and should have been spelled “GASB.”

Action: Motion was moved and seconded by the Board to approve the September 13, 2018 minutes with the edits.

- 10112018-02 Discussion item Public comment on matters within the Board's jurisdiction not appearing on today's agenda

**Public comments:**

1. Mr. Richard Rothman, a retiree, presented some health care customer experiences that had been concerning to him, specifically Kaiser's customer service phone response time. He mentioned that the standard response time for these calls should be 3-10 minutes, unfortunately, he has been experiencing wait times of 10 minutes or more. Mr. Rothman suggested that SFHSS make a request to the Kaiser medical group regarding the customer service wait time, because our membership is the second largest group within the Kaiser network.
  - Mr. Rothman wanted to also thank Kaiser for the service his wife recently received.
  - Mr. Rothman's other concern was focused on the response time from SFHSS regarding a Sunshine Request that was submitted to the Board Secretary. He was not sure how long the request would take to process, or when he would receive a response. Mr. Rothman asked that all the SFHSS staff be trained in the Sunshine Ordinance laws and procedures.
  
2. Ms. Diane Urlich, from the UESF retiree division, asked the Board for clarity regarding the Delta Dental SmileWay program enrollment process. Ms. Urlich noted that there are two pages (25-26) in her Open Enrollment packet describing the eligibility for the program, but there were not directions on the enrollment process.
  - President Karen Breslin requested that Delta Dental respond to this question and provide precise directions to resolve this issue.
  - Ms. Ileana Desoto, Delta Dental representative, shared the procedural steps for enrollment into the SmileWay with the Board and with Ms. Urlich.
  - Ms. Desoto also stated that the members need to log into the Delta Dental System and indicate what conditions they have. The members can choose from a set of 5 conditions.
  - Once the member has selected one of the conditions, the system will prompt the member to enter their physician's contact information.
  - After the member has entered all the required information the member is enrolled in the SmileWay program.
  - President Breslin asked if this enrollment is all done online.
  - Ms. Desoto confirmed that enrollment is done online.
  - Ms. Urlich asked if the members who have Kaiser physicians can enter in the Kaiser call center phone number.

- Ms. Desoto confirmed that the Kaiser call center phone number is fine to enter if the member indicates all the other physician's information. (Name of physician, address, etc.)
  - Commissioner Scott voiced his concern to the SFHSS Leadership Team that this information regarding the enrollment process may not have been communicated broadly with all the SFHSS membership. Commissioner Scott wondered how SFHSS was going to communicate this information beyond the meeting.
  - Executive Director Yant stated that SFHSS would add more information around the enrollment process to the member materials.
  - Ms. Desoto also shared that she is working with Sharon, the Delta Dental account manager for SFHSS, to ensure that this enrollment issue is resolved.
3. Ms. Clair Zvanski, RECCSF, wanted to thank the Well Being staff for the Health Fair that took place on 10/10/18 at the Scottish Rite Center for the RECCSF members. There were over 100 participants.
- Flu shots were administered to almost all participants, and overall, the whole fair was a success and was well organized.
  - Ms. Zvanski noted that exercises were taught to the members who were present.
  - Ms. Zvanski stated that, "It was a perfect day, and we thank you all very much, and look forward to do it even better next year."

□ 10112018-03 Discussion item

President's Report (President Breslin)

Documents provided to Board prior to meeting: None.

President Breslin had nothing to report.

**Public comments: None.**

□ 10112018-04 Discussion item

Director's Report (Executive Director Yant)

1. Open Enrollment and E-Benefits Update
2. Expert Opinion, Navigation, Concierge and MSK Request for information ("RFI")

Documents provided to Board prior to meeting:

1. Director's report
- I. Executive Director Yant discussed the Open Enrollment updates, sharing that as of 10/11/18 the Customer Service team had managed 3,757 calls and received 1,068 paper applications.
  - Overall, the Self-Service online portal has had "no real issues" and has been well received by members. SFHSS will keep the Board posted on the Self Services portal outcomes as Open Enrollment progresses into November 2018.
- II. Executive Director Yant discussed the November Education Forum, sharing that the planning of the meeting topics and presenters is almost complete.

- Executive Director Yant shared the results of the Education Forum topic selection survey that was sent out to the Health Service Board members in late September.
  - The three main topics that will be presented in 2018 November Educational Forum are:
    1. Care Coordination, health care navigation, and concierge services
    2. Primary Care medical homes
    3. Payment Reform
  - Executive Director Yant explained that the Leadership team is preparing materials regarding these topics, and the Leadership team is also scheduling “subject matter experts” to present specific pieces of each topic.
  - Executive Director Yant did note that there are other topics to learn about in the health care/administrative health care management field, and our Leadership staff will look at other creative ways to integrate those topics into future Board meetings.
- III. Executive Director Yant pointed out that the Director’s Report has a calendar attached to it that lists all the Open Enrollment fairs, as well as the Flu shot clinics.
- Executive Director Yant wanted to acknowledge the fact that our staff in the customer relations/membership division is very busy during the Open Enrollment weeks.
  - Throughout these last few weeks we have had many members come to our office for support, and we are proud to say that our staff has received great feedback/comments about their kindness, and their “ability to make the members feel welcomed.”
- IV. Executive Director Yant mentioned that the SFHSS team is still working on the DEVA audit, and the remaining audit processes are being done internally with SFHSS Operations staff.
- SFHSS staff is working through the appeals stage, and some of our member appeals are in their second round of appeals.
  - The SFHSS staff is considering how and what we can do to connect with the members who have not responded to the DEVA requests.
  - Executive Director Yant shared that there will be a final report on the DEVA audit presented to the Board at the December 2018 Board meeting.

Vice President Stephen Follansbee asked if the DEVA report that is being presented in the December Board meeting will “include how issues are resolved when people missed the deadline- including dependent’s needs and bills received—there will be a report on that?”

Executive Director Yant confirmed that there will be a full report presented at the December 2018 Board meeting, including member issue outcomes. Executive Director Yant shared that member cases involving any kind of medical bill were taken care of quickly. She stated, “when those things have been brought to our attention and we’ve been able to receive adequate verification and documentation, they (the dependents) have been reinstated back to July 28<sup>th</sup>, 2018.”

**Public comments:**

1. Mr. Mike Delane, retiree, agreed that Abbie’s DEVA report and update was “very good.” He further shared that he had the chance to speak with Executive Director Yant earlier in the week about his wife’s DEVA status. Mr. Delane wanted to also thank COO, Mitchell Griggs, and Executive Director Yant, for contacting him regarding the DEVA audit.
  - Mr. Delane stated that he even though he understands why the audit process was required, and why it happened, he is still disappointed with SFHSS.
  - Mr. Delane understands that this work is not easy, and he acknowledged that he “does not have all the answers,” but he does hope that SFHSS can work on this process moving forward so this does not happen to the people who deserve the services/support they worked for.
2. Ms. Claire Zvanski, RECCSF, mentioned that one of the problems we have as a health service provider is that “a lot of times our members don’t open their packets, and they do not open their mail, even when it says it is from Health Service System.”
  - Ms. Zvanski wanted to thank Kathy Frierson, who was one of the SFHSS staff at the Open Enrollment event, for all her efforts and ability to lead the SFHSS staff all day at the event. Ms. Zvanski also thanked all the vendors that came to support the Open Enrollment session.

□ 10112018-05 Action item

SFHSS Strategic Plan: Plan Years 2020-2023 (Executive Director Yant)

Staff Recommendation: Approve the SFHSS Strategic Plan: Plan Years 2020-2022

Documents provided to Board prior to meeting:

1. SFHSS Strategic Plan: Plan Years 2020-2023

Executive Director Yant presented the updated *Draft Strategic Plan: Plan Years 2020-2022* to the Board. She acknowledged that this meeting (October Board Meeting) is not usual, but she appreciated the Board member’s time and focus during this final Strategic Plan presentation.

1. Executive Director Yant started her presentation by recognizing all the people who made this process possible: from the Board who began the planning in June 2018, to the Leadership team and Staff at SFHSS who provided insight and feedback on the plan, and finally to the Stakeholder groups who gave important comment on the overall plan’s initiatives.
  - Executive Director Yant admitted that this process has been comprehensive and time consuming, yet the overall progression of the process has “yielded a stronger product.”
  - Executive Director Yant shared that the plan’s format changed dramatically, but the content is essentially the same.
  - This presentation was a very high-level overview of the plan. Following the overview, Leticia Pagan, Senior Health Plan Coordinator, discussed the implementation workplan.

- Following workplan presentation, CFO, Pamela Levin, presented the \$3 budget revisions, and funding reallocations. With these budget revisions SFHSS will be able to carry out the plan objectives.

Executive Director Yant read the *Mission, Vision and Values page*- this page did not change in content.

Executive Director Yant guided the Board to review the strategic goals:

1. Affordability and sustainability
  2. Reduce complexity and fragmentation
  3. Engagement and support
  4. Choice and flexibility
  5. Whole person and health/wellbeing.”
- Executive Director Yant stated that these goals offer a new perception in healthcare, and this is a “big shift from the traditional view of healthcare.”
  - Executive Director Yant stated that the SFHSS Staff is committed to carrying out the Plan objectives as well as increasing the overall Organizational Excellence.
  - Executive Director Yant directed the Board’s attention to page 6, that listed “The Guiding Principles.” She shared that these principles are the “guardrails” that will help the SFHSS team, as well as the Board, develop Healthcare design plans within these boundaries.
  - Reviewing pages 8-12, Executive Director Yant described the strategic goals in some detail and purpose for each one of them.
    1. Affordable and Sustainable: payment reform is a huge focus in this area- “understanding the options that are out there and how healthcare is paid for in different arenas and what is working, what is not working.”
    2. Reducing Complexity and Fragmentation: this is important for member’s experience, really understanding the plans “to get through the healthcare system at the right place and the right time.”
    3. Coordination of Care/navigation: in this area there are a lot of pilot programs which means there is a lot to learn in this area. These services tie SFHSS back to the fact that all “our members are at different points in their lives, requiring different things, so being engaged with our member’s health care regularly through these services, ensures our department that our members are getting the right support.”
    4. Engagement and Support: We need to learn how to support our members and learning different ways of doing that. “It’s really important that we recognize that there’s multimodal ways of communicating with people and we have to find ways to use all of those to the optimum ability.”
    5. Whole Person/Wellbeing: It is extremely important that we work with all our (city) employers to ensure we are supporting our active employees’ current health status. We want to prevent the early chronic illnesses in their active years, so they do not carry these issues/diseases with them into their

retirement years. Since we have multiple agencies and types of services all over the city, there is no one right way to support our active population.

- Executive Director Yant explained that there will be a Request for Proposal coming to the medical plan providers in the Spring of 2019, and “depending on the comprehensiveness of that initiative, this initiative will not affect the 2020 plan year but will affect the 2021 plan year.” The City Plan issue will be addressed later, possibly with a larger RFP in 2021.
- Starting in October 2018 “we'll be doing an RFI to look at many of the different tools that are on the market place that we will learn by doing an RFI of really getting more comprehensive information, have a better idea about how, when, and where to vet, imbed, select, purchase, or not, from the whole assortment of choices that are out there.”
- Executive Director Yant directed the Board’s attention to page 15 in the Strategic Plan, that listed some of the “success outcomes.”
- SFHSS wishes to design optimal health plans as well as research payment reform strategies so that SFHSS can embed these strategies into our payment structures.
- The multimodal communication and engagement strategy will have a lot of effort going into it, particularly with the communications team.
- Executive Director Yant also shared that SFHSS wants to use “evidence based standardized planning with metrics.” Executive Director Yant stated, “...we're data rich and yet we have not fully optimized being able to do the analysis in a way that drives change in our department. So, we will be embracing that (data metrics) and are embracing that now.”
- Vice President Follansbee complimented the group of people who were involved in the creation of the Strategic Plan. He mentioned that each draft enhanced the document’s context and clarity.
- Vice Presentient Follansbee noted that on page 7 the term “concierge” appears in various usages and on multiples pages, however, this term is not defined in the document’s glossary. He noted that the glossary helps the reader understand exactly what each service or term means, or “what is being said.”
- Vice President Follansbee mentioned that most concierge services are very expensive, and this type of service within the SFHSS membership, is not defined the same way traditional concierge services are defined.
- Vice President Follansbee suggested that this term or idea be defined in a clearer way, so that our members are not expecting a \$15,000 a year individual supplemental service.
- Executive Director Yant agreed that the term “concierge medicine” means something different than that of the traditional, open market service definition. She stated, “We are talking about the more personalized individualized care (concierge services) that is required for certain individuals where they really need something hyper specialized...”

- Commissioner Scott noted that there was some confusion on page 13 where there are multiple bolded words: “action, pilot and discovery.” He asked that each of the terms be defined within the context of the business planning pages, specifically the term “discovery.”
- Commissioner Scott confirmed that term “discovery” holds “the intent that this is going to be an exploratory effort, fact gathering.”
- Executive Directory Yant agreed with this definition of “discovery” in terms of the Strategic Plan’s stages and agreed that the discovery stage would initially begin within these defined terms.
- Commissioner Scott also shared that he struggled with a few graphics within the Strategic Plan, more so with the connection between the concepts and their alignment to the graphic choices. The example he used was on page 9, the engagement and support goal page.
- Executive Director Yant explained that this photo is of a member service representative and this photo is meant to capture the interaction of the customer service representative is working with a member on the phone.
- Commissioner Scott also stated that on page 11 “there is a circle of faces, and the idea (strategic goal) is choice and flexibility. And again, the graphic doesn't seem to quite support the notion.”
- Executive Director Yant thanked the Commissioners for their feedback, and asked Leticia Pagan to present the Strategic Plan’s implementation work plan.

2. Leticia Pagan, Senior Health Plan Coordinator, began her presentation by discussing the two strategies used in the work plan implementation: utilizing key performance indicators and using evidence-based benchmarks.

- Ms. Pagan noted that the first focus area in the implementation process will be with “Member Services.” One of the main additions to this area would be implementing the use of a “Network Promoter Score.”
- This measure will help SFHSS to gauge how satisfied our customers are, to what extent they would recommend an interaction with our support services. This measurement helps SFHSS to quantify its membership from the standpoint of who are our passives; those that who we engage that are within their action. This measurement system also affords SFHSS the opportunity to survey the membership on a more frequent basis so that we can understand their unique customer service needs.
- Ms. Pagan shared the second focus area for work plan implementation would be within the “communication division”
- The first touchpoint beneath this area is the open enrollment preparedness benchmark. This is a measure that SFHSS is exploring to help gauge our readiness in relation to our benefits administrators and all the open enrollment activities that come along with that in the areas of management, design, analysis, and evaluation.



- The next piece of the communication focus area is the multimodal communication plan. Here the aim is to outline what our comprehensive and ongoing communication and engagement strategies. This will increase awareness of SFHSS' current initiatives/plans and will also encourage the use of the available plans and services. SFHSS is using various mediums; videography, photography, & website.
- The final piece of the communication focus area is based in the utilization of our customer relations management knowledge base also known as CRM. SFHSS hopes to use this to increase quality of membership interactions.
- Ms. Pagan moved onto the next area of focus the SFHSS "analytics." SFHSS is hoping to increase an analytic capability of our all payers claims database to identify high risk and high cost conditions that affect our membership specifically.
- These enhancements can come in many forms, like software, modules, building out a new data pool for a specific measure, and anything else that can be done to support the enterprise system and analytics in the modernization and optimization of the database.
- Ms. Pagan moved to the next area of focus which is "staff support." Enhancing staff support specifically in the areas of benefit communication, plan design, and wellbeing.
- Ms. Pagan presented the final focus area "organizational excellence". In this area SFHSS wants to work on synthesizing the wellbeing campaign data so that we can target health interventions that strengthen the culture of health and wellbeing.
- MS. Pagan stated: "With all the data that's been collected in relation to the various campaigns and initiatives the lens now shifts towards the synthesis of that data to drill down on which campaigns are most relevant and timely in relation to the health needs of our members."

Commissioner Scott questioned how specific initiatives, like the City Plan, were tied into these 5 focus areas. Commissioner Scott questioned, "...in the 2019 or 2020 initiative will this work plan implementation framework, will you then say okay and member services we're going to be doing this around this initiative, we're going to be doing communication, we're going to be doing analytics?"

- Executive Director Yant responded to these questions by directing the Board to page 15 in the Strategic Plan. She also mentioned that at this time SFHSS Leadership team and the Aon team have not flushed out the details in relation to the specific projects. This work will be done soon. Executive Director Yant also shared that the Leadership Team will be rubrics and creating new rubrics that will aid in project management and decision making moving forward.

Commissioner Scott offered a suggestion to the SFHSS Leadership team and to the Aon team stating: "I'd like to make a suggestion that as you're starting to outline the details of any of these initiatives in the business portion of the document, that you come up with a framework that's going to have maybe some of these elements and then some

detail around budget or staff resources or whatever they happen to be so that any time we're looking at that initiative we are seeing some kind of progress along the way using that same framework.”

- Executive Director Yant agreed that this planning process is important, and that she is familiar with the strategic planning process.

Vice President Follansbee asked for some clarity on a strategic goals chart, that was previously incorporated into an earlier draft of the Strategic Plan, and he wondered if it was still present in this draft of the Plan.

- Executive Director Yant confirmed that the described chart has been translated into an updated version within the Budget Report. We did a cross tabulation of each of the budget items that we were requesting in our updated budget request, with a strong connection/relationship to one of the strategic goals.

Commissioner Scott suggested that the Health Service Board draft a letter that would be incorporated into the Strategic Plan.

- He stated, “Sometimes we assume that everybody reads our minutes and knows what the Board is thinking. And this plan if I envision it properly as it's been put together is really going to be a communications tool that goes beyond just this Board and just the administrative staff folks and the other folks that may or may not be within the confines of "city government" with whom we relate.”
- Commissioner Scott noted that the Strategic Plan is not just the SFHSS staff working on behalf of the members, but also the Board members who have worked through the creation of this plan. The Board will continue to work through the implementation of this.
- Vice President Follansbee shared his support for the letter being added to the document.

**Public comments: None.**

Action: 1. Motion was moved and seconded by the Board to approve the SFHSS Strategic Plan: Plan Years 2020-2022

Motion Passed 6-0.

2.Motion was moved and seconded by the Board to approve a letter of endorsement and approval, drafted by Commissioner Scott, and reviewed by the Board members.

*(This letter would come after the introduction of the Executive Director, and part of the contents would acknowledge the support and efforts of the Board members in the creation, drafting & implementation of the Strategic Plan.)*

Motion Passed 6-0.

□ 10112018-06 Action Item

Approval of Health Service System approval of a budget revision for FY 2018-19 Healthcare Sustainability Fund (\$3 Dollar Budget) revised budget (Pamela Levin)

Staff recommendation: Approve proposed budget revision.

Documents provided to Board prior to meeting:

1. Revised \$3 Dollar Budget

Chief Financial Officer, Pamela Levin, presented the revised Healthcare Sustainability Fund (\$3 Dollar Budget). The reason that this budget had to be revised was due to the development of the strategic plan. With the revisions in the budget, SFHSS was able to realign the budget with the strategic plan and the goals that are outlined in the plan. Based on the '17-'18 fiscal year close, there was enough funding to support this realignment.

- The annual and one-time expenditures were approximately \$2 million less than the projected.
- As a result, the additional revenues and combined with the lower expenditures resulted in a \$3.4 million carry-forward into '18-'19.
- In addition, we project a \$50,000 growth in annual revenues for '18-'19 based on the '17-'18 actuals. (This is where SFHSS got the money to pay for the revised budget and the items that we are requesting to be funded.)
- During the budget negotiations to prevent cuts in the wellbeing budget, SFHSS agreed to provide a one-time transfer of \$100,000 to the SFHSS general fund administration budget to support onsite wellbeing activities for SFHSS members. (SFHSS is responsible for the programming of the activities and therefore has sole discretion for the use of the funding.)
- After the \$100,000 transfer to the general fund administrative budget to our general fund administrative budget the revenues in '18-'19 \$3 budget will increase by a total of \$307,000.
- The revised budget will increase annual expenditures by \$69,000 and one-time expenditures by \$462,000 for a total of \$631,000.
- Despite this increase in expenditures a total of \$1.24 million will still be available to carry forward into the '19-'20 budget for one-time projects. The '19-'20 budgeted revenues will be enough to support the annual expenditures.
- Ms. Levin then turned the Board's attention to the Budget pages 5 and 6, to discuss the changes in the budget that will support the specific goals in the Strategic Plan.
- Ms. Levin stated, "The budget is adjusted upwards by 260,000 for personnel necessary to implement all five of the strategic goals. This will include four positions who will be tasked to support benefit design, analysis, and communications. In addition, this change will enhance organizational excellence. Benchmarking tools which were pre-discussed in the work plan earlier combined with additional funding for software licenses require a \$25,000 increase in the communication budget and support all five strategic goals and enhance organizational excellence."
- Ms. Levin mentioned that the Well Being campaign data will be used to inform targeted health interventions.

- To increase our analytical capabilities and enable data driven decisions, an additional \$86,000 is budgeted. This budget revision will support the strategic goals of affordable and sustainable healthcare and reduce complexity and fragmentation.
- Ms. Levin shared that the \$179,000 contingency funding will be used for unforeseen needs. The increase in the one-time expenditures are as follows: open enrollment communication budget is increased \$200,000 for multiple projects, a one-time budget increase of Operations communications is increased by \$232,000 for member service payment needs, HIPPA compliance audit, and other projects.
- Increase in expenditures is offset by a reduction of \$430,000 since projects were completed in '17-'18. The result is a net reduction of 197,000 in '18-'19. Organizational excellence is also enhanced through these projects.
- Ms. Levin mentioned that we budgeted an additional \$263,000 to expand the usability and scope of the Web site redesign and to align with the strategic goal, by engaging and supporting our members by enhancing organizational excellence.
- SFHSS is budgeting \$115,000 for new data feeds for the all payer claims database which is all known as the APCD and incorporate benchmarking tools.

Commissioner Scott asked if the \$3-dollar Budget houses the educational funds?

- Ms. Levin stated that those funds reside in the general fund budget.

**Public comments: None.**

Action: Motion was moved and seconded by the Board to approve the Healthcare Sustainability Fund Revisions as stated today.

Motion Passed 6-0.

Break: 2:10-2:20pm

□ 10112018-07 Action Item

Initiation of black-out period for all HSS vendors during the 2020 rates and benefits process, and the Expert Opinion, Navigation, Concierge and MSK Request for information (“RFI”) beginning October 2018 through June 2019. (Michael Visconti).

Staff recommendation: Approve black-out period for all HSS vendors during the 2020 rates and benefits process, and the Expert Opinion, Navigation, Concierge and MSK Request for information (“RFI”) beginning October 2018 through June 2019.

Documents provided to Board prior to meeting:

1. SFHSS memo.

Contracts Manager, Michael Visconti, presented the Black Out memo, and this memo described the context/timeline of the RFIs that we will be going out to in response to the strategic plan.

- Traditionally the Blackout Period begins in February, however, with the initiation of the strategic plan SFHSS wanted to make sure that there is not any ambiguity on to the service areas and scopes of service as we move into the Rates and Benefits planning meetings of 2019.
- This RFI is going to include the following service areas: musculoskeletal, navigation, expert opinion, and the concierge services.
- Once SFHSS has shared the RFI publicly, SFHSS will notify the Board members in writing, and list the specific scopes of services included therein.
- This Black Out Period is defined as “the period from onset to conclusion of a selection process for a primary service provider wherein communications between Board members and potential service providers seeking contracts with SFHSS on matters solely relating to SFHSS contracting is restricted.”
- Board member communication can be any of the following things: face-to-face conversation outside of Board meetings, telephone conversations, email and text messages, letters, faxes, or use of any other social media.
- If there are any questions about the timeline of the Black Out Period or regarding anything that the Board is not allowed to discuss/communicate with Providers about, please forward these questions to Ms. Levin, Mr. Visconti, or Executive Director Yant.
- President Breslin wondered if the Black Out Period began on 10/11/18.
- Mr. Visconti shared that the rules of the Black Out Period state that this Black Out begins when the RFI is issued to the public. Once the RFI is public the Board members will receive a written notification.
- President Breslin wanted to confirm that this Black Out Period will be from October 2018 through June 2019, and the Board will receive notice once it begins.
- Mr. Visconti confirmed that as soon as the RFI is issued that the Board will be notified in writing.
- Commissioner Scott noted that the Governance Committee will be updating the terms of reference this year. At this time the Governance Policies are sufficient and they will carry the Board through the Black Out Period.
- Mr. Visconti also established that the Governance terms are up to date now, and these Governance terms cover the whole Board.
- Vice President Follansbee shared that he was traveling to the 64th Annual Employee Benefits Conference in New Orleans with the Blue Shield group. He wanted to affirm in public that he has spoken to the SFHSS leadership team and is aware of the specific boundaries. He will also be keeping a log of his conversations with people if anything arises.

**Public comments: None.**

Action: Motion was moved and seconded by the Board to approve the Black Out Period for all HSS vendors during the 2020 rates and

benefits process, and the Expert Opinion, Navigation, Concierge and MSK Request for information (“RFI”) beginning October 2018 through June 2019.

Motion Passed 6-0.

□ 10112018-08 Discussion item

Financial Report (Pamela Levin)

Documents provided to the Board prior to meeting: SFHSS Finance Report (as of August 31, 2018)

Chief Financial Officer, Pamela Levin, presented the Financial report that closed in 8/31/18. The report summarizes the actual revenues and expenses of the employee benefit trust fund and the general fund administration budget through August 2018 as well as the fiscal year and its projections through June 30th of 2019.

- Ms. Levin shared that we are still in the audit phase, and the audit schedule continues to be delayed from the original completion timeline. The audit report will not be released at the end of October 2018 as is was originally scheduled. Currently, the auditors are conducting weekly calls with each department that is still in audit.
- The un-audited trust balance as of June 30th, 2018 of \$72.9 million. Based on activity through August of 2018 the fund balance is projected to be \$74.5 million on June 30th, 2019 which is a \$1.6 million increase. (This projection is not a guarantee; this number is subject to change as the year moves forward.)
- SFHSS saw favorable claims experience for City Plan and Blue Shield Trio and unfavorable claims experience in Blue Shield Assess+. There were favorable claims experience for the dental plan and we're projecting to receive \$7.9 million in pharmacy rebates this fiscal year.
- No performance guarantees were received this fiscal year, and there has been two reimbursements for the adoption/surrogacy plans.
- The amount of forfeitures for unused flexible spending account balances will not be known until June 2019.
- In terms of the general fund administration budget based on the financial results through August 2018 --SFHSS expects to end the year on budget.
- SFHSS has been notified by the mayor's office and the controller's office whether the “approval” or the “not approval” has been decided for our carry forward request. We are still waiting for the final carryforward notice.

**Public Comments: None.**

□ 10112018-09 Discussion Item

Report on network and health plan issues (if any) (Respective plan representatives)

**Public Comments: None.**

□ 10112018-10 Discussion Item

Opportunity to place items on future agendas Public comments matters within the Board’s jurisdiction

**Public comments: None.**

- 10112018-11 Discussion Item Opportunity for the public to comment on any matters within the Board's jurisdiction

**Public comments: None.**

- 10112018-12 Action Item Vote on whether to hold closed session for member appeal (President Breslin)

Staff recommendation: Hold closed session.

**Public comment on all matters pertaining to the closed session: None.**

Action: Motion was moved and seconded by the Board to approve to move into closed session to review member appeal.

Motion passed 6-0.

Closed Session Start Time: 2:36pm

Closed session pursuant to: California Constitution Article I, Section 1; the Confidentiality of Medical Information Act, California Civil Code §§56 et seq; the Health Insurance Portability and Accountability Act, 42 U.S.C. §§1320d et seq.

- 10112018-13 Action Item

Member appeal (President Breslin)

Documents provided to Board prior to meeting:

1. HSS Voluntary Life Insurance Benefit Information from Open Enrollment Year 2016

Staff recommendation: Uphold SFHSS decision.

Action: The Board members reviewed SFHSS' provided documentation and made a decision. The final decision will be sent to the Member directly within 30 days.

### Reconvene in Open Session

- 10112018-14 Action Item

Vote to elect whether to disclose any or all discussion held in Closed Session regarding member appeal (San Francisco Administrative Code Section 67.12) (President Breslin)

**Public Comment: None.**

Action: Motion was moved and seconded by the Board to not disclose any or all the discussion held in closed session regarding the member appeal.

Motion passed 6-0.

- 10112018-15 Action Item

Possible report on action taken in closed session (Government Code Section 54957.1(a)(5) and San Francisco Administrative Code Section 67.12 (President Breslin)

**Public Comment: None.**

Action: Motion was moved and seconded by the Board to not report on actions that took place during the closed session regarding the member appeal.

Motion passed 6-0.

□ Adjourn

Meeting End Time: 3:11pm



## 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 as designated on the agenda.

**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.

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.

### Knowing Your Rights Under the Sunshine Ordinance

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils and other agencies of the City and County of San Francisco exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, visit the Sunshine Ordinance Task Force website at <http://www.sfgov.org/sunshine>.

### 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](http://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 and committee meetings.
- The Chair of the meeting may order the removal of any person(s) in violation of this rule from the meeting room.
- 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 Natalie Ekberg at (415) 554-1727 or email [Natalie.Ekberg@sfgov.org](mailto:Natalie.Ekberg@sfgov.org).

The following email has been established to contact all members of the Health Service Board:  
[health.service.board@sfgov.org](mailto:health.service.board@sfgov.org).

Health Service Board telephone number: (415) 554-1727.