San Francisco Health Service System Health Service Board

Board Forum

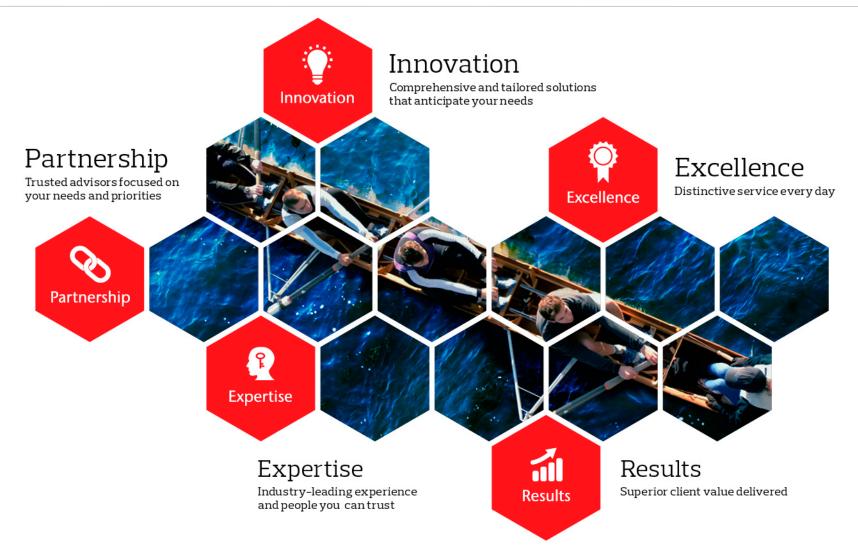
Aon Client Service Plan

November 9, 2017



Prepared by: Aon | Health & Benefits

Aon's Client Promise to the SFHSS Health Service Board



Empower Results®

Value	Current Model	Modification	Measurement
Partnership	 Valued partnership with all stakeholders: Health Service Board (HSB), staff & vendors Ongoing dialogue with Acting Director Griggs, President Scott, and SFHSS staff via weekly calls and in- person meetings Ongoing calls and meeting with vendor partners – monthly and quarterly 	 Seamless onboarding of lead actuary Continued development of open communication and dialogue with the HSB through President Scott 	 Monthly check-in with SFHSS by Lori Goltermann, Aon CEO, U.S. Retail and Will Sneden, Aon U.S. Health & Benefits Practice Leader Monthly check-in with SFHSS Acting Director and COO Mitchell Griggs and SFHSS CFO Pamela Levin by Won Andersen



Value	Current Model	Modification	Measurement
Innovation & Expertise	 Bring depth and breadth of expertise Continued access to Aon's subject matter experts— Paige Sipes-Metzler (Clinical), Michael Cryer (Clinical / ACO), Kevin DeStefino (Pharmacy), Rachel Arnedt (Compliance) Continuously bring new ideas and solutions based on the needs of the SFHSS program 	Continued development and growth of subject matter expert relationships	 Annual client survey Ongoing checkpoints with SFHSS by Lori Goltermann, Will Sneden and/or Won Andersen



Value	Current Model	Modification	Measurement
Excellence	 Timely, high quality advice and deliverables Disciplined approach to SFHSS cycle of work: stewardship, strategy, pre-renewal, renewal, implementation and ongoing Detailed project plan and annual calendar Annual debrief, strategy and renewal planning meeting 	 Quarterly inperson check-in Enhanced time commitment to planning – strategic and operational 	 Annual client survey Ongoing checkpoints with SFHSS by Lori Goltermann, Will Sneden and/or Won Andersen

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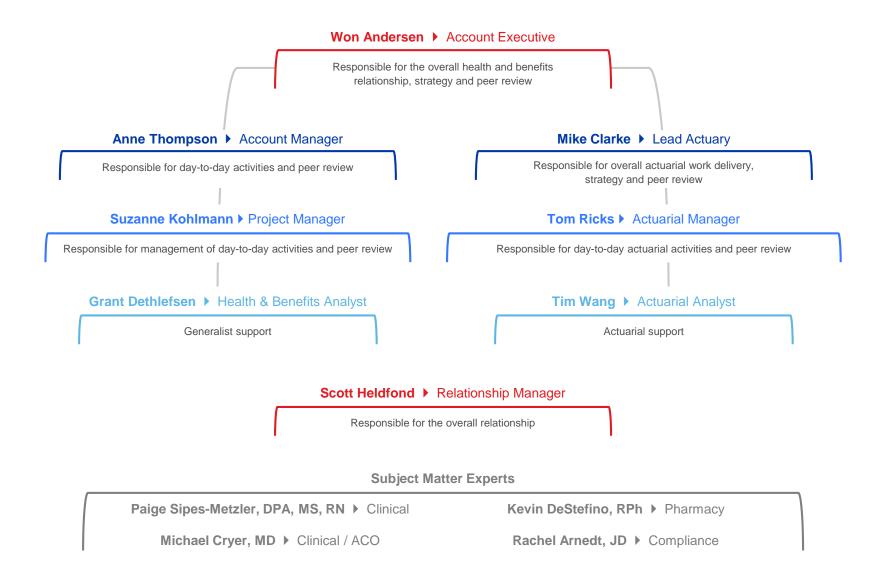
Value	Current Model	Modification	Measurement
Results	 Annual renewal outcomes have been below the industry cost curve over the past several years Delivery of cost effective programs Execution of renewal strategy Audit support with positive outcomes 	Continue to leverage data resources through vendor partners and the Truven data warehouse to identify and assess program modifications (as needed)	 Annual client survey Ongoing checkpoints with SFHSS by Lori Goltermann, Will Sneden and/or Won Andersen



Value	Current and Future Model	Measurement
Overall	 Full team's commitment to service excellence, backed by Aon Leadership, to both the HSB and SFHSS Staff Commitment to improve work process and efficiencies for SFHSS Staff Commitment to bring well-thought, innovative ideas that are specific to SFHSS needs 	 Annual client survey Ongoing checkpoints with SFHSS by Lori Goltermann, Will Sneden and/or Won Andersen Pre and post- renewal check- in/debrief with SFHSS staff



SFHSS Health Service Board ▶ Aon Service Team



Month	Detail
	Benchmark copays
	Receive City Plan ASO renewal from UHC
January	Prepare City Plan (active / early retiree) admin fees
	Prepare City Plan claims experience and stabilization reserve
	Prepare Health Care Sustainability Budget
	Review post enrollment analysis
	Receive renewals from non-health carriers (Best Doctors, VSP, Aetna)
February	Conduct survey of 10-County amount
	Review BSC non-Medicare claims experience, benefit design and claims stabilization



Month	Detail
	Prepare stop loss recommendation
	Begin to prepare HVI report
February (continued)	Creditable / Non-Creditable Annual Disclosure to Centers for Medicare and Medicaid Services (CMS)—Required for all employers that offer prescription drug coverage and must be submitted 60 days after the beginning of the plan year (2/28)
March	Receive renewals from UHC Dental and Delta Dental
	Prepare City Plan benefits and contributions
	Risk score analysis
	Provide compliance support for 1095-B and 1095-C reporting due to employees—Statements for the calendar year should be provided to employees and/or recipients by 3/1



Month	Detail	
	Receive renewal from BSC	
	Prepare renewal report non-health carriers (Best Doctors, VSP, Aetna)	
April	Prepare Kaiser non-Medicare claims experience, premium contributions	
	Prepare BSC non-Medicare claims experience, premium contributions	
	Prepare UHC City Plan self-insured rate renewal for actives and early retirees	
	Receive renewals from Kaiser and UHC for Medicare retiree	
Мау	Prepare Kaiser Medicare benefits and premiums	
	Prepare UHC Medicare benefits and premiums	
	Prepare Delta Dental stabilization reserve	
	Negotiate renewals	



Month	Detail
	Final Board approval of rate sheets
June	Prepare and send vendor confirmation letters
	Prepare Board of Supervisors letter
	Open enrollment planning and communications
	Receive signed renewal confirmation letters from vendors
July	PCORI (Patient Centered Outcomes Research Institute) fee is reported and paid once per year on IRS Form 720 by July 31 of the calendar year immediately following the end of the plan year. Imposed on issuer of insurance policy (KP and BSC) or plan sponsor of self-insured health plan (UHC)
August	Calculate IBNR and reserve calculations for auditor review



Month	Detail
	Update annual notices, SBCs, and benefit summaries
September	Confirm / calculate Medicare Part D Creditability—Applies to all employers with Medicare Part D-eligible participants enrolled in an employer prescription drug plan (carrier confirms creditability and HSS is responsible for producing and posting / distributing the notice)
	Medical plan audit(s) begin
October	Open enrollment begins
November	Open enrollment concludes

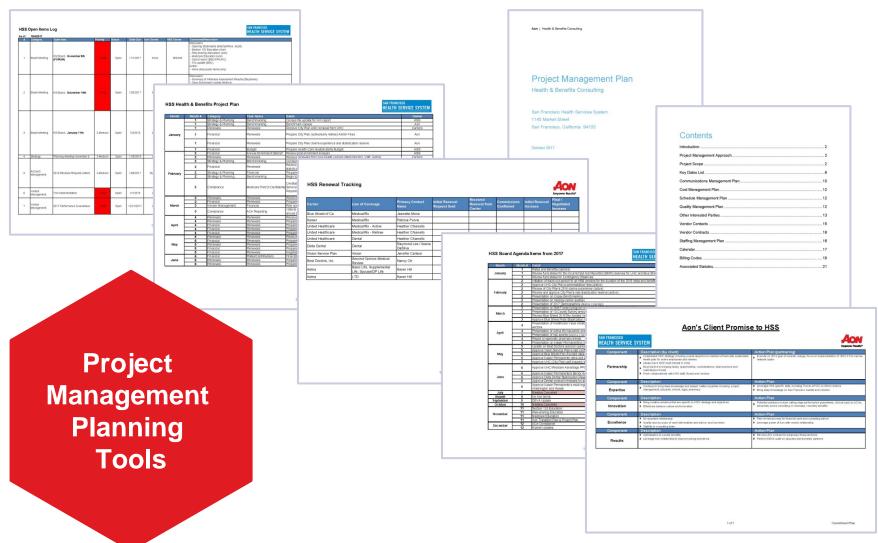


Month	Detail
Renewal planning and strategy discussion	
	Request renewals from all carriers (within first 2 weeks of December)
December	Prepare rates and contributions calendar
	Finalize IBNR and contingency reserve calculations
	Medical plan audit(s) conclude



Aon Project Management Tools:

Delivering excellence to the SFHSS Health Service Board





In Closing...

- We would like to take the time to thank the San Francisco Health Service System Health Service Board, the San Francisco Health Service System Staff, the vendor partners of the San Francisco Health Service System, and members present today for partnering with Aon for 7+ years as well as for the opportunity to demonstrate our commitment to each of you not only through the current modifications but on an ongoing basis
- We welcome the opportunity to hear your feedback

Thank you!

