



HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

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Chris Canning
Vice President

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Mary Hao
Commissioner

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Commissioner

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Commissioner

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Commissioner

Abbie Yant, MA, RN
Executive Director
Health Service System

Holly Lopez
Executive Secretary

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HEALTH SERVICE BOARD

MINUTES

Thursday, August 13, 2020

REGULAR MEETING AT

1:00pm

VIRTUAL PRESENTATION BY SFGOV TV

1. **CALL TO ORDER: ~1:05PM**

Vice President Canning called meeting to order due to President Follansbee experiencing technical difficulties.

2. **ROLL CALL**

President Stephen Follansbee, M.D - Present (lost connection, returned at ~1:27 PM)
Vice President Chris Canning-Present
Commissioner Karen Breslin-Present
Commissioner Mary Hao-Present
Supervisor Dean Preston-Present (departed at 3:40 PM)
Commissioner Randy Scott-Present
Commissioner Claire Zvanski-Present (arrived ~1:20 PM)

Holly Lopez, the Board Secretary, provided a few remarks about the meeting's virtual participation instructions. Mrs. Lopez also reminded the SFHSS members about the public comment best practices.

3. **APPROVAL (with possible modifications) OF THE MINUTES OF THE MEETINGS SET FORTH BELOW: (Action)**

The Regular Meeting Minutes from June 11, 2020 can be located on the SFHSS website at: <https://bit.ly/3kROG7T>

Vice President Canning affirmed the June 11, 2020 meeting minutes. Commissioner Scott moved to approve as distributed. Commissioner Breslin seconded the motion.

PUBLIC COMMENTS: None

ACTION: The Health Service Board unanimously approved the June 11, 2020 meeting minutes with the suggested edits provided.

Due to President Follansbee's absence Vice President Canning called on the City Attorney to confirm we can move items on the agenda. Commissioner Scott clarified that the presiding officer can take items out of order. Vice President Canning proposed moving to item 7 on the agenda.

4. **GENERAL PUBLIC COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION: (Discussion)**

PUBLIC COMMENT: This item was tabled.

5. **PRESIDENT'S REPORT: (Discussion)** → This item was called **after item 7.**

The President's Report can be located on the SFHSS website at: <https://bit.ly/322kTAQ>

President Follansbee welcomed Lawrence Loo incoming CFO and new Board Secretary, Holly Lopez and already sees the development of a good partnership.

The President's report offers links to top cancer prevention, dental care, pediatrics and pediatrics vaccinations. In the face of the COVID-19 pandemic, President Follansbee urged members to continue preventative health care strategies with their providers. Follansbee suggests members visit the [sfgov website](#), which offers extensive recommendations for interactions with health care system, particularly with COVID-19 testing options. Follansbee also noted the providers can be overloaded with coronavirus testing requests, with a priority given to essential workers and those with complaints that may be due to infection. Patience is needed in these interactions.

PUBLIC COMMENTS: None.

6. BOARD PRESIDENT ASSIGNS COMMITTEE MEMBERS TO THE FINANCE AND BUDGET COMMITTEE/GOVERNANCE COMMITTEE FOR FY 2020-2021: (Discussion)

Presented by President Follansbee

President Follansbee announced the Board Committee assignments and thanked his fellow members for being willing to join the committees. Committee Assignments as follows: Governance Committee members are Randy Scott (Chair), Claire Zvanski, and Stephen Follansbee. Finance and Budget Committee: Karen Breslin (Chair), Mary Hao, and Chris Canning.

Commissioner Scott moved to accept the Governance and Finance and Budget Committee Assignment recommendations as proposed. Commissioner Zvanski seconded the motion.

PUBLIC COMMENTS: None.

ACTION: The Health Service Board unanimously approved the President's Governance and Finance and Budget Committee Assignments.

7. DIRECTOR'S REPORT: (Discussion) → This item was called **after item 4.**

The Director's Report can be located on the SFHSS website at <https://bit.ly/2YdQA8S>

Executive Director Yant thanked the various staff and commended their flexibility as we learn how to work online in a virtual environment.

Executive Director Yant presented the following items in her Director's Report:

- Request for Proposal (RFP) open in September
- Racial Equity Action Planning
- Operational Report
- Enterprise and Analytics
- Well-Being
- Delta Dental Follow-Up
- Metformin Safety and Re-call
- Financial Report
- Balancing Billings

Commissioner Scott had the opportunity to meet with SFHSS staff as they take the first steps to identify racial equity issues, take-action through a policy standpoint, and educate internal staff. Commissioner Scott noted that HSS is well positioned to address racial equity issues in upcoming work such as the RFP and the long-term department strategy.

President Follansbee asked for clarification around the Trust Fund increases and decreases listed in the Financial Report. Pamela Levin, outgoing CFO, recognized the confusion and stated the report will be redesigned to be more clear in future reports.

Commissioner Scott wanted to clarify and confirm the scope of the RFP is for active and early retirees with the next RFP directed for Medicare retirees. Director Yant confirmed this. Director Yant recognizes the need to take a deep dive into our current retirees Medicare products and the wider Medicare market to

make informed changes during the next bidding process. Director Yant acknowledges that any change in medical plans will cause disruption to some segment of our population and thus an informed, logical process is needed.

Commissioner Breslin had several concerns around the RFP. She sees a real need for competition to the extent that there may need to be another HMO option. Commissioner Breslin pointed out that at one time, active and retired members did not hold separate plans and it could benefit the city and members if providers served all members.

Director Yant has noted the Board's concerns over the past two years and is specifically working toward a competitive price and high standards for potential providers particularly to remove any undue influence on the contracting process. Director Yant has put measures into place to select evaluation panel members that are competent in the subject matter, bring diverse experience and opinions, and without conflict in the selection process.

Commissioner Breslin asked when the Board will be able to see the draft. Director Yant stated the Board will see the draft RFP when the public sees the RFP and the Board does not review the RFP. Commissioner Breslin asked why the Board does not review the RFP. It is Director Yant's understanding in reviewing the Health Service Board vendor contracts policy, that's it's not done in the past and it's not our practice. Erik Rapoport, General Council with City Attorney's Office, confirmed that this rule could change and explained the current governance and communications policy ([Health Service Board Governance Terms of Reference and Policies](#), located on the HSB Reference Documents [webpage](#)) states that the Board recognizes that it's neither effective nor efficient for the board to be involved in the selection of all service providers; accordingly the Board shall be responsible for approving the awarding of final contracts. Rappaport reiterated this is the governance policy the Board adopted after consulting with hired experts on this process. To this point, the Board adopted the governance policies that gives HSS the authority to move forward with drafting the RFP. He mentioned that Board members have participated on the panel in the past.

Commissioner Zvanski recalled, under a former Director, the Board actively sat on the RFP selection panel. Zvanski commented that at one point, every vendor had to offer retiree benefits.

President Follansbee suggested the next step for this topic would be for the Governance Committee, with Chair Randy Scott, to work with the Committee members to discuss this further, consult with the HSS leadership, and present options. Director Yant re-iterated that issuing the RFP in early September places a very tight time constraint on this matter so meeting with the Governance Committee would need to be done quickly. Commissioner Scott readily accepted to schedule a Governance Committee meeting.

Commissioner Breslin also commented from the financial report that we should be trying to reduce the rates of Blue Shield. Commissioner Zvanski additionally commented that the CalPERS went down, including Blue Shield. President Follansbee interjected that now would not be the appropriate context for a discussion on rates and benefits.

PUBLIC COMMENT: None.

8. COVID-19 GENERAL UPDATE: (Discussion)

The COVID-19 General update presentation deck can be located on the SFHSS website at: <https://bit.ly/3aAlzBg>

Anne Thompson and Mike Clarke, Aon, presented a COVID-19 General Update to the Board, and the following content:

1145 MARKET STREET 3RD FLOOR, SAN FRANCISCO, CA 94102

- National and California Data Snapshots
- California Hospitalizations and Response
- Bay Area and the San Francisco Snapshot
- SFHSS Specific Data-BSC, Kaiser, UHC, Claim Suppression Impacts
- Health Plan Benefits
- Dental Plan Benefits
- Emotional Support Resources

President Follansbee suspects that prescription requests may have increased as stocking up for 100 days during the beginning of the pandemic and there may likely be adverse effects as we see members who had a disruption in care. Follansbee realizes the difficulty in predicting future claim activity. He reiterated his encouragement for members to continue to try and get routine care and follow-up care for established diagnoses.

Director Yant stated at this point the CityTestSF Services are overwhelmed. Yant encourages members to use their health care providers for testing and reserve the city testing sites for community members who are sick, symptomatic, or had some exposure. Director Yant also noted from a Public Health perspective the city is steering its resources into high risk environments like nursing homes and communities of color where the disease has had more impact.

Commissioner Follansbee re-iterated the importance to work with your provider to figure out if you need to be tested and where to be tested. In another note of caution, Follansbee also alerted members that unsolicited phone messages are being sent out stating a person was exposed to COVID-19 and may ask for personal information such your credit card which may indicate this as a scam. Commissioner Scott also noted the social security numbers and other personally identified information would be an indicator of a scam.

President Follansbee emphasized that all masks are not secure in stopping the transmission of droplets and advised that neck gator masks and mask with vents may increase the transmission of droplets. Follansbee shared a very common question asked of him, is when there will be a vaccine. From a clinical standpoint, Follansbee shared there maybe three or four vaccines in phase 3 clinical trials-testing on human participants- with at least one clinical test available in the Bay Area for people under the age of 85. President Follansbee acknowledged there is no end date predicted and re-stated the importance of maintaining your regular preventative care.

Commission Zvanski sought clarification on where the additional links were located so that the RECCSF members can see the information. Anne Thompson, Aon clarified that the links are posted on the sfhss.org website under this board meeting posting.

PUBLIC COMMENT: None.

Break: 2:56-3:01

9. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES: (Discussion)

Debbie McConathy, Kaiser Permanente, announced as of September 1st, 2020 the wheelchair gurney van transportation benefit will be available and will work with Director Yant and her staff on the implementation of this additional benefit.

Debbie shared that Kaiser Permanente is committing grant funding to the Public Health Institute to support California's contact-tracing work in order to reduce the number of Californians who contract COVID-19. This support will create community health teams hired from within communities that have been disproportionately affected by COVID-19, such as the Black and Latinx communities, and will support the work of local public health departments. The effort will help facilitate safe reopening for businesses and schools.

Additionally, Kaiser Permanente is providing investments and grant funding to address systemic racism and lack of economic opportunities that have persisted and prevented communities of color, and especially Black communities, from achieving total health. As a next step toward supporting these communities, Kaiser Permanente will provide support to more than 2,000 businesses owned by Black and other underrepresented people across the country. Kaiser will also designate additional grants to build upon their work to address adverse childhood events or ACEs and trauma to support grassroots efforts to end systemic racism.

Finally, Kaiser Permanente is also stepping up our commitment to workplace inclusiveness and supplier diversity by committing to support women-, LGBTQ+-, veterans, individuals of color-, and individuals-with-disabilities-owned enterprises.

Commissioner Scott commended Kaiser for their responsiveness and bring this forth before renewal.

Commissioner Breslin needed a definition for "CDT". Delta Dental representative clarified that CDT is a code on Dental Procedures and Nomenclature. Sharen Stanek-Lowe, Delta Dental, also shared that Delta Dental has identified and listed the 10 codes most relevant for individuals returning to seek preventative care. Commissioner Breslin expressed concern for members having an additional charge instead of the dentists, for the personal protective equipment. Sharen clarified that Delta Dental is providing all contracted dentists, both PPO and Premier, a \$10 reimbursement and that Delta Care dentists are on capitation contracts, so they are not out any money. Non-contract dentists may bill their patients an additional surcharge for protective measures utilized by the dental practice. President Follansbee inserted that DHMO members do not pay a co-pay and it's reassuring that our members do not pay an additional cost for the protective mechanisms which are almost universally recommended by the American Dental Association. Director Yant stated she has been in conversation with Delta Dental on the suppression of business impact on rates and plans and plans to present the information to the Board.

PUBLIC COMMENT: None.

10. OPPORTUNITY FOR THE PUBLIC TO COMMENT ON MATTERS WITHIN THE BOARD'S JURISDICTION: (Discussion)

PUBLIC COMMENT: None.

11. OPPORTUNITY TO PLACE ITEMS WITHIN THE BOARD'S JURISDICTION ON FUTURE AGENDAS: (Discussion)

Commissioner Breslin would like to clarify how emails to the Board are processed, responded, and share then shared with the Board. Breslin is concerned that the Board has not seen the emails. Director Yant confirmed the emails go directly to the Board Secretary and are viewed to see if there is any private health information, of which we do not forward to the Board, because we have an obligation to protect the member's information. Director Yant also noted that we have very few emails, maybe one or two a month. Director Yant offered to provide an update at the next Board meeting. Erik Rapoport also stated this would be a valid and useful topic to be included in the next Director's Report.

PUBLIC COMMENT: None.

12. VOTE ON WHETHER TO HOLD CLOSED SESSION FOR MEMBER APPEAL (Action):

Presented by President Follansbee

Commissioner Canning moved to hold a closed session for member appeal. Commissioner Scott seconded the motion.

ACTION: The Health Service Board unanimously approved to hold a closed session for a member appeal.

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

RECONVENE IN OPEN SESSION

13. VOTE TO ELECT WHETHER TO DISCLOSE ANY OR ALL DISCUSSION HELD IN CLOSED SESSION: (San Francisco Administrative Code Section 67.12(a)) (Action):

Presented by President Follansbee

Commissioner Scott moved to not disclose any portion or any portion of our call of our decision held in closed session. Commissioner Breslin seconded the motion.

ACTION: The Health Service Board unanimously voted to not disclose any portion of the decision held in closed session.

14. POSSIBLE REPORT ON ACTION TAKEN IN CLOSED SESSION (Government Code Section 54957.1 and San Francisco Administrative Code Section 67.12(b)) (Action):

Presented by President Follansbee

Commissioner Scott motioned to not report on the actions taken in closed session. Commissioner Canning seconded the motion.

ACTION: The Health Service Board unanimously voted to not report on the actions taken in closed session.

15. ADJOURNMENT: ~5:48PM

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.sfhss.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.

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 Holly Lopez at 628-652-4646 or email holly.lopez@sfgov.org.

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

Health Service Board telephone number: 628-652-4646