SFHSS Open Enrollment Update and Worksite Flu Clinics

September 10, 2020
2021 OE Materials
2021 OE Booklets

Step-by-Step Open Enrollment Guide

1. Goto www.sfhealthss.org to login to the health plan.
2. Select the client name.
3. Enter your login ID and password.
4. Click on the login button.
5. Enter the Open Enrollment date.
6. Click on the Open Enrollment button.
7. Follow the on-screen instructions to complete the Open Enrollment.

Step-by-Step Open Enrollment Guide

1. Goto www.sfhealthss.org to log in to the health plan.
2. Select the client name.
3. Enter your login ID and password.
4. Click on the login button.
5. Enter the Open Enrollment date.
6. Click on the Open Enrollment button.
7. Follow the on-screen instructions to complete the Open Enrollment.

Step-by-Step Open Enrollment Guide

1. Go to www.sfhealthss.org to log in to the health plan.
2. Select the client name.
3. Enter your login ID and password.
4. Click on the login button.
5. Enter the Open Enrollment date.
6. Click on the Open Enrollment button.
7. Follow the on-screen instructions to complete the Open Enrollment.

Step-by-Step Open Enrollment Guide

1. Go to www.sfhealthss.org to log in to the health plan.
2. Select the client name.
3. Enter your login ID and password.
4. Click on the login button.
5. Enter the Open Enrollment date.
6. Click on the Open Enrollment button.
7. Follow the on-screen instructions to complete the Open Enrollment.

Step-by-Step Open Enrollment Guide

1. Go to www.sfhealthss.org to log in to the health plan.
2. Select the client name.
3. Enter your login ID and password.
4. Click on the login button.
5. Enter the Open Enrollment date.
6. Click on the Open Enrollment button.
7. Follow the on-screen instructions to complete the Open Enrollment.

Step-by-Step Open Enrollment Guide

1. Go to www.sfhealthss.org to log in to the health plan.
2. Select the client name.
3. Enter your login ID and password.
4. Click on the login button.
5. Enter the Open Enrollment date.
6. Click on the Open Enrollment button.
7. Follow the on-screen instructions to complete the Open Enrollment.
2021 Benefit Guides

2021 City and County of San Francisco
Health Benefits Guide

2021 Municipal Executives
Health Benefits Guide

2021 San Francisco Unified School District
Health Benefits Guide

2021 City College of San Francisco
Health Benefits Guide

2021 Retirees
Health Benefits Guide

2021 Superior Court of San Francisco
Health Benefits Guide
Total packets being mailed: **76,904**

- CCD: **1,336**
- CCSF / CRT / COMM: **31,605** (27,356 eBenefits)
- MEA: **1,339** (all eBenefits)
- USD: **7,127** (all eBenefits)
- RET-Medicare: **24,257** (236 eBenefits)
- RET-Non-Medicare: **6,136** (412 eBenefits)
- Waived (Actives & Retirees): **5,104**
Virtual Open Enrollment!

- 18 benefits analysts have successfully provided virtual member services since March 16th.

- Member services will continue to provide virtual assistance through telephone consultation during the open enrollment month of October. There will be no face-to-face member interaction and SFHSS offices will remain closed to the public.

- Up to 7 individual offices are set up at 1145 Market St location are set up for staff to work on site if needed.

- Majority of active employees and over half of our retirees have access to self service. However our members will be able to mail, fax or drop off paper applications during the month of October.
Virtual Open Enrollment!

This year, SFHSS is hosting Virtual Health Fairs to keep everyone informed safely.

- **October 1**
  Medical Plans Webinar
  *(Active employees)*
  12pm-1pm

- **October 7**
  Medical and Dental Plans Webinar
  *(Retirees)*
  12pm-1pm

- **October 14**
  Voluntary Benefits Webinar
  *(Active employees)*
  12pm-1pm

- **October 14**
  Flexible Spending Accounts (FSAs), Dental and Vision Plans Webinar
  *(Active employees)*
  5:30pm-6:30pm

- **October 21**
  Voluntary Benefits Webinar
  *(Active employees)*
  5:30pm-6:30pm

- **October 26**
  Medical Plans Webinar
  *(Active employees)*
  5:30pm-6:30pm
SHFSS Worksite Flu Clinics

Flu Clinic Background:

- Partner with Kaiser Permanente
- Previous Years
  - Offered 26-27 worksite flu clinics
  - Approximately 4,700+ vaccinations are provided
- Open and Restricted/Closed Clinics
  - Open – any city employee and/or retiree can get vaccinated at this location
  - Restricted/Closed – any city employee that has building access and first responders can get vaccinated at this location
- Serve employees and retirees, including spouses and domestic partners of retirees of the four employers (CCSF, USD, CRT, CCD)
## SHFSS Worksite Flu Clinics

20 Clinics Currently Confirmed – 4 Currently Open

As of 9/4/2020

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>LOCATION</th>
<th>ACCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/1/2020</td>
<td>5:00am-9:00am</td>
<td>DEM (1011 Turk St)</td>
<td>Restricted Access</td>
</tr>
<tr>
<td></td>
<td>11:00am-5:00pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/5/2020</td>
<td>8:00am-12:00pm</td>
<td>PUC Sunol Yard (505 Paloma Way Sunol, CA)</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>10/6/2020</td>
<td>8:30am-4:00pm</td>
<td>COVID COMMAND CENTER: Moscone Center South</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>10/14/2020</td>
<td>8:30am-4:00pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/7/2020</td>
<td>8:00am-2:00pm</td>
<td>SFFD Headquarters (698 2nd St)</td>
<td>Open</td>
</tr>
<tr>
<td>10/7/2020</td>
<td>7:00am-2:00pm</td>
<td>PUC-CDD (1990 Newcomb Ave.)</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>10/8/2020</td>
<td>8:00am-3:00pm</td>
<td>County Fair Building - Golden Gate Park (1199 9th Ave)</td>
<td>Open</td>
</tr>
<tr>
<td>10/13/2020</td>
<td>9:00am-4:00pm</td>
<td>SFPD Headquarters (1245 – 3rd Street)</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>10/15/2020</td>
<td>11:00am-4:00pm</td>
<td>MTA-MME (601 25th Street)</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>10/19/2020</td>
<td>7:30am-1:00pm</td>
<td>PUC-WST (1000 El Camino Real, Millbrae, CA)</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>10/20/2020</td>
<td>10:00am-3:00pm</td>
<td>SF War Memorial (401 Van Ness Avenue)</td>
<td>Open</td>
</tr>
<tr>
<td>10/21/2020</td>
<td>9:00am-3:00pm</td>
<td>San Francisco Public Works (2323 Cesar Chavez)</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>10/22/2020</td>
<td>9:00am-4:00pm</td>
<td>1 South Van Ness Ave (2nd Floor Atrium)</td>
<td>Open</td>
</tr>
<tr>
<td>10/26/2020</td>
<td>12:00pm-4:00pm</td>
<td>PUC-CSD (1603 Griffith Street)</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>10/27/2020</td>
<td>8:00am-2:00pm</td>
<td>PUC-WWE (750 Phelps Street)</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>10/28/2020</td>
<td>8:00am-1:00pm</td>
<td>49 South Van Ness Ave</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>11/4/2020</td>
<td>11:00am-3:00pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/29/2020</td>
<td>7:30am-12:00pm</td>
<td>PUC-HHWP (Mocassin, CA)</td>
<td>Restricted Access</td>
</tr>
<tr>
<td>11/3/2020</td>
<td>9:00am-4:00pm</td>
<td>Hall of Justice (850 Bryant Street)</td>
<td>Restricted Access</td>
</tr>
</tbody>
</table>
### Planning and Communication

#### Communication Plan
- City Wide Emails – employees
- Targeted emails to members based on health plans
- Text through citywide bridge system
- Key Player Network
- Push notifications through CORDICO (1st responder groups)

#### Planning Meetings Prior to Event

#### Departmental Toolkits
- Health and Safety Measures
- Roles and Responsibilities
- Employee Flow/Experience
- Floor Plan

#### Health and Safety Precautions
- Appointments
- Require proper PPE
- Health screening prior to attending clinic
- Participants complete consent form prior to event
- Directional signage
- Separate Entrance and Exit
- Regular cleaning and sanitization of chairs, nurse stations and administration check in table
- Reduced the number of vaccinations per hour (12/hour per nurse)
SHFSS Worksite Flu Clinics

Member Experience

Prior to Clinic:

- Member will need to complete health check at [https://sf.gov/check-your-health-city-staff](https://sf.gov/check-your-health-city-staff) and take picture ✅ with smartphone
- Complete and print out the Kaiser consent form
- Schedule an appointment online
- Collect and prepare to bring to the clinic:
  - Consent form
  - Employee work badge (DSW and/or Department issue) or medical ID card
  - Face mask
  - Health screening clearance - image on smart phone

At Clinic:

- Upon entry SFHSS staff will confirm
  - Appointment time
  - Health screening was completed
  - Confirm face mask is properly worn
  - Check badge
- Move to the admin table – paperwork will be reviewed by Kaiser staff
- Move to available nurses' station and obtain flu vaccination
  - If an individual has never had a flu vaccination, they will move to the observation area
- Exit the facility