
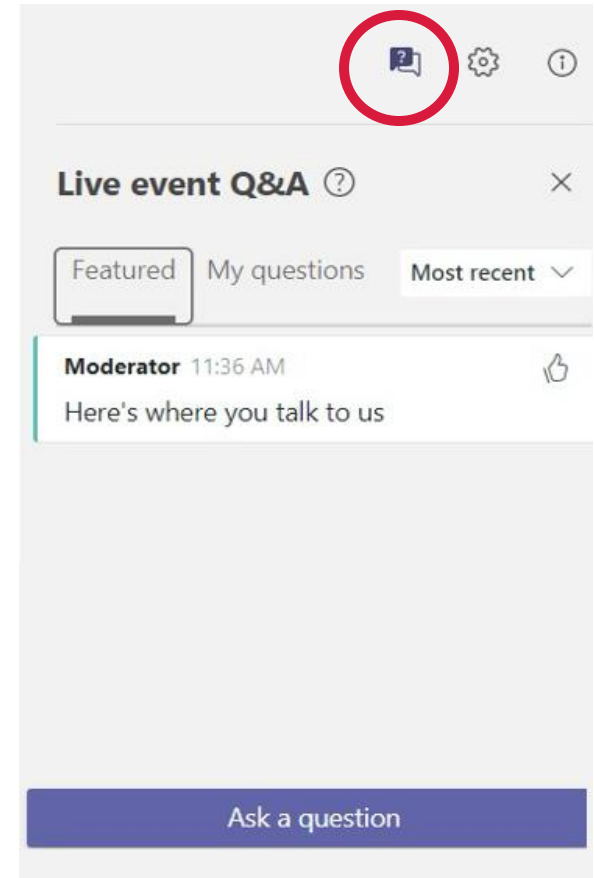


Welcome to First Ever SFHSS Virtual Health Fair

Overview

Today is about you and your health!

- You will be on mute for the entire presentation
- If you have questions:
 - Type them into Q&A box in your menu bar at any time by clicking 
 - Scroll through your screen to find the menu bar either at the top or bottom of the screen depending on whether you're using a computer or mobile device
 - Answer as many as time allows during Q&A session
 - All questions will be answered online at sfhss.org/oe2021/faq



Agenda



- [What's New](#) – Mitchell Griggs
- [Well-Being Programs](#) – Carrie Beshears
- [Blue Shield of California](#) – Adam Guenther
- [Kaiser Permanente](#) – Gabriella Urena
- [UnitedHealthcare](#) – Iris Schaeffer
- [Health Plans Office Hours](#)
- [Q&A](#)

SFHSS Open Enrollment Updates

Mitchell Griggs, Chief Operating Officer

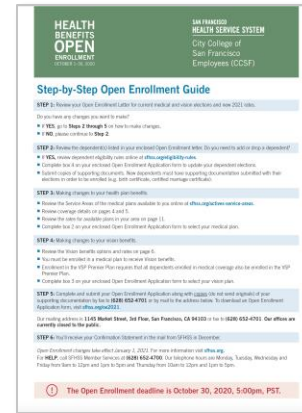
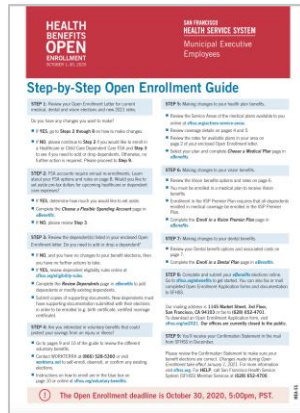
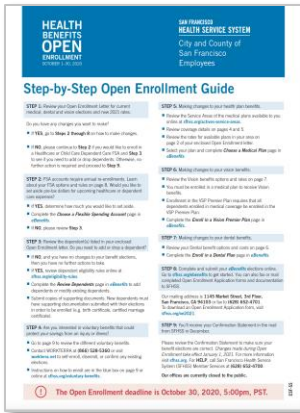
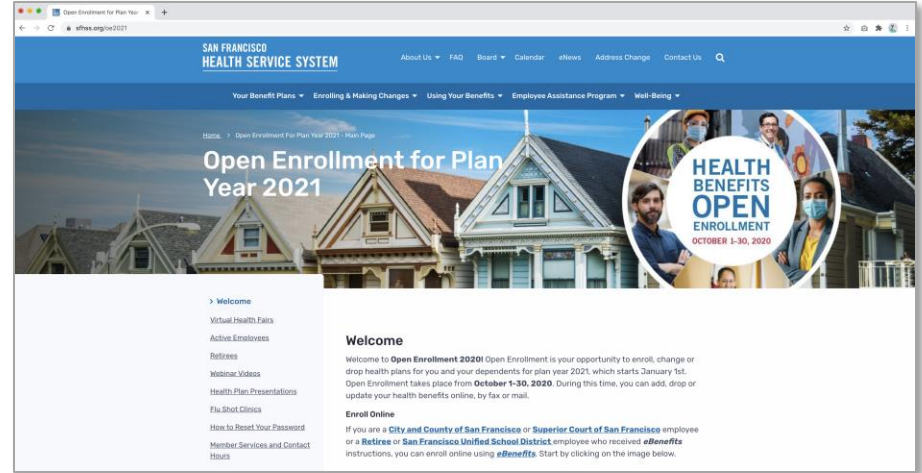
Member Services



- Member Services Support
 - SFHSS.org is great 1st stop
 - Eligibility and enrollment telephone questions
 - Navigating your benefits
 - Accessing your benefits
- Member Services Hours
 - **Monday, Tuesday, Wednesday, Friday**
9am-12pm and 1pm-5pm
 - **Thursdays**
10am-12pm and 1pm-5pm

Open Enrollment Resources

- New Open Enrollment Website
- Step-by-Step instructions in your Booklets
- Complete Digital Benefit Guide online
- Using *eBenefits* to enroll
 - Register for account
 - Reset password
- Paper Enrollment Forms



What's New

SAN FRANCISCO HEALTH SERVICE SYSTEM
Affordable, Quality Benefits & Well-Being

Message from the Executive Director

I have the honor of working with a very diverse Health Service System team. We live in communities of color across the Bay Area and we work in the great city of San Francisco. We strive to be agents of change—working on programs to improve health equity and health outcomes for our members.

As we manage our day-to-day lives in this time of pandemic disease and outrage at institutional racism, we must not forget to care for ourselves and seek out care when we need it.

We Ask Here for You:

- As you experience social isolation from the shelter in place
- As you try to the stress to participate in peaceful protest
- As you serve the communities impacted by both pandemic disease, injustice and violence
- As you lead your work/life through new ways of working
- As you acknowledge the oppression of the LGBTQIA+ community and mark the changes that have occurred.

Please know that help is always available. Your health plans offer extensive [mental health benefits](#) and we have EAP counselors available 24/7 for all active employees of the City & County of San Francisco, Unified School District, City College, and Superior Court of San Francisco at (855) 652-4888 or (800) 799-2261. Members and employees can visit [SFHSS.org](#) for more resources.

Be well,
Asha Patel, RN, MS

New IRS Rules Allow for Mid-Year Changes to Your Health Coverage and Flexible Spending Accounts

On May 28, 2020, the Health Service Board approved an [Addendum to the SFHSS Member Rules and Section 125 Cafeteria Plan](#) based on recent IRS guidance to temporarily allow mid-year employer health coverage election changes.

What does this mean for you as an SFHSS member?

Employees and retirees who are eligible for SFHSS benefits can now make a change to their health coverage and/or FSA election mid-year elections, only once, between now and December 31st without a qualifying event. [Find out more here.](#)

- Sign-up for eNews
- What's New for 2021 plan year
- FSA requires annual enrollment
- CARES Act expanded FSA eligible expenses
- Enhanced Voluntary Benefits
- Voluntary Benefits webinars with WORKTERRA
 - October 21 5:30pm-6:30pm
 - October 14 12pm-1pm

Register for the SFHSS newsletter

SAN FRANCISCO HEALTH SERVICE SYSTEM

About Us | FAQ | Board | Calendar | Sign up for eNews | Contact Us

Your Benefit Plans | Enrolling & Making Changes | Using Your Benefits | Employee Assistance Program | Well-Being

Home > Register For The SFHSS Newsletter Today!

Register for SFHSS eNews Today!

Stay informed about your benefits! Sign up for our monthly eNews featuring updates, special offers and important deadlines to help you and your family get the most out of your health benefits.

Subscribe

Email Address *

Indicates required

SFHSS Well-Being

Carrie Beshears, Well-Being Manager

Emotional and Mental Well-Being

24/7 EAP

Offers individual and couples tele-counseling (video), phone and text services. In person services will resume once Shelter in Place is lifted. **(628) 652-4600** or **(800) 795-2351**.

Additional EAP Services

- Management Consultations
- Workshops and Training
- Critical Incident Response and Debriefings
- Mediation
- De-escalation Training

Online Resources

- We're Here for You <https://sfhss.org/were-here-for-you>
- COVID-19 Well-Being Resources <https://sfhss.org/covid-19-well-being-resources>
- CredibleMind – Coming Soon!

Well-Being Offerings

Free Offerings: Virtual

- Health education webinars
- Group exercise classes
- Diabetes Prevention Program (DPP)
- Healthy Weight Program

<https://sfhss.org/events>

Flu Clinics

- Worksite locations

<https://sfhss.org/well-being/flu-prevention>

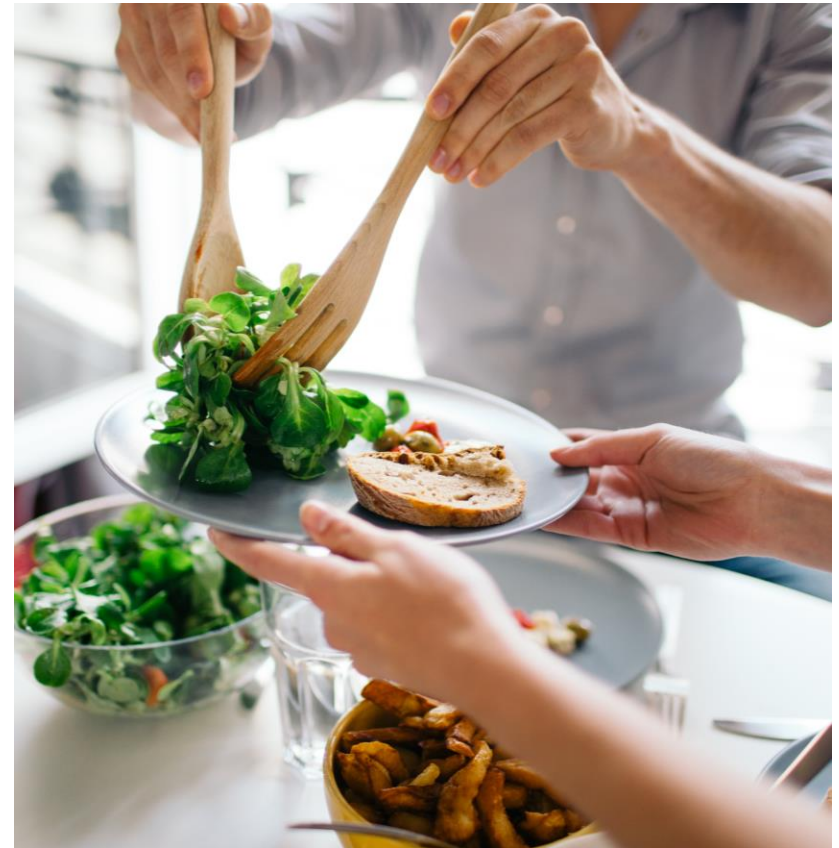
Online Resources

- Financial Well-Being

<https://sfhss.org/financial-well-being>

- Smart Money Coaching

- Set Up and Go <http://sfhss.org/setupandgo>



Work of Art – 4 Week Challenge



Practice mindfulness, optimism, gratitude and connection.

Join the Work of Art 4-week challenge and practice activities that elevate emotional fitness, including skills to enhance resilience and boost happiness.

Challenge Dates:

November 9 – December 6

Registration Starts: *October 26*

<https://sfhss.org/well-being>

For more information visit:
sfhss.org/well-being

Blue Shield of California

Adam Guenther, Account Services Representative

Trio HMO vs Access+ HMO

trio HMO

Access+ HMO

Low monthly **premium**



Network of high-quality doctors



Option to self-refer to specialists within the same medical group



Urgent and emergency care coverage when traveling



24/7 virtual care doctor consultation and mental health professionals* with **Teladoc for \$0**



Wellvolution



*NEW for 2021

Enhanced customer service with Shield Concierge



Not available

LifeSpring:
free meal delivery*



Not available

Call the Car:
Non-Emergency
Transportation*



Not available

Doctor **house calls** with
Heal™



Not available

Access to healthier foods
at a reduced price
through Healthy Savings



Not available

*For qualifying members while recovering from serious illness. A Blue Shield Case Manager determines eligibility.

Teladoc

Medical and Mental Health

Imagine this:

“I’m really sick but it’s late and I can’t see my doctor and don’t want to go to the ER.”

Contact Teladoc



Step 1 Request a consult

- Go to blueshieldca.com/teladoc, or
- The Blue Shield mobile app, or
- Call Teladoc (800) 835-2362

Visits available 24/7/365 by phone or video. If it's your first time, you will register your account and complete a medical history.



Step 2 Talk with a doctor

A board-certified doctor reviews your Electronic Health Record (EHR) and consults with you, just like an in-person visit.



Step 3 Resolve the issue

The doctor recommends a treatment for your medical issue. If a prescription is needed, it's sent electronically to the pharmacy of your choice.



Step 4 Settle up

- No out of pocket cost: \$ copay per visit



Step 5 Smile

Your medical issue gets resolved, and you save time and money!

<10 Minutes
Average
Wait Time

Teladoc Mental Health

NEW in 2021, you will have access to Teladoc Mental Health Services for \$0 copay

Licensed psychiatrists, psychologists, therapists, and counselors available by scheduled appointment

Available seven days/week from 7 a.m. to 9 p.m.

Review profiles and choose the provider based on your preferences. Continue seeing the same provider.

Can treat many mental health conditions and issues including:

- Anxiety, ADHD, depression, grief, stress, substance use disorder, PTSD, marriage and family issues, work stress, and more.

Psychiatrists can prescribe certain medications, when medically appropriate.

Conveniently and securely access 3 ways:

- blueshieldca.com/teladoc
- Blue Shield mobile app
- Call (800) 835-2362

\$0 copay for
each visit

Wellvolution

Wellvolution

Blue Shield's digital health care benefit available to BSC Members 18 years old or older

- Digital health coaching
- Exercise & and nutrition advice,
- Digital tools like [weight scales](#) and [Fitbit](#) to members who have a health risk.

Wellvolution also offers general well-being apps to help you remain healthy if you don't have a health risk or chronic condition.

www.wellvolution.com



Convenient, private and trusted programs available 24/7

www.wellvolution.com

The screenshot shows the homepage of the Wellvolution program. At the top left is the 'blue california' logo. The navigation bar includes links for 'Lose weight', 'Lower your risk', 'Manage diabetes', and 'Live healthy'. On the right side of the navigation bar, there are links for 'Live chat' and 'Email support', and a 'Log in / Sign up' button. The main content area features the 'Wellvolution' logo, the text 'A health program designed for you, at no extra cost.', and 'This is where healthy lifestyles begin.' Below this text is a blue 'Get started' button. To the right of the text is a black and white photograph of two women sitting on a patio and talking. At the bottom of the page, a centered text block reads 'Personalized support and tools to help you take control of your health'.

blue california

Lose weight Lower your risk Manage diabetes Live healthy

Live chat

Email support

Log in / Sign up

Wellvolution

A health program designed for you, at no extra cost.

This is where healthy lifestyles begin.

Get started

Personalized support and tools to help you take control of your health

For more information on your plan options and
services available to you:

blueshieldca.com/sfhss

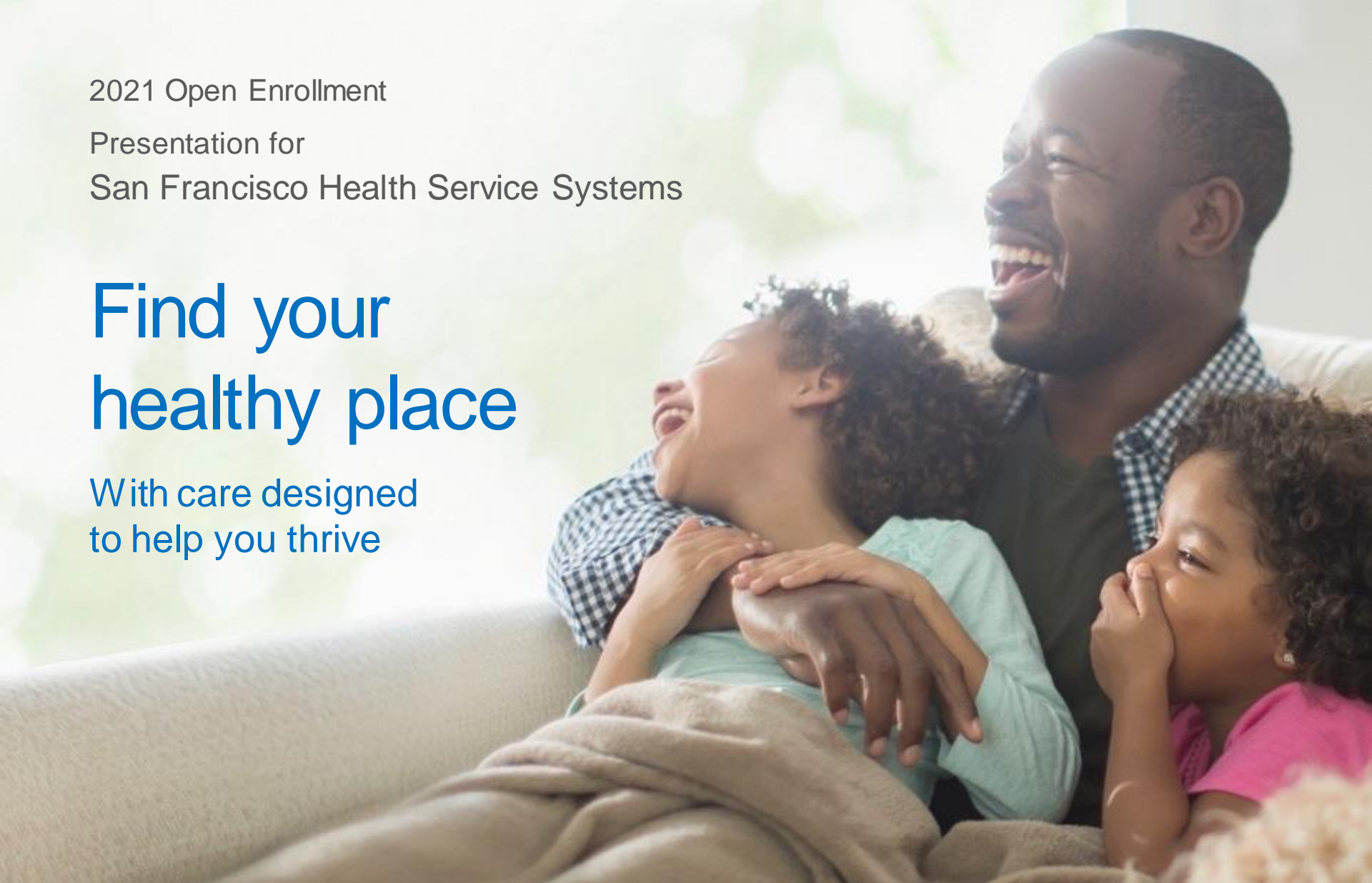
Kaiser Permanente

Gabriela Urena, Engagement Specialist

2021 Open Enrollment
Presentation for
San Francisco Health Service Systems

Find your healthy place

With care designed
to help you thrive

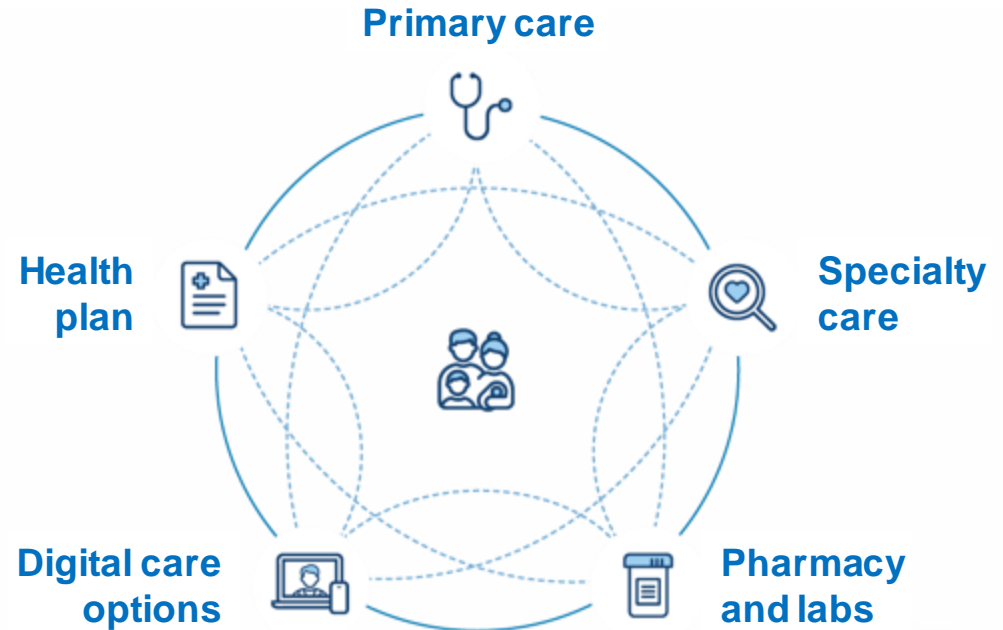


It's easier to find your healthy place with connected care

We combine care and coverage:

- **Doctors**
- **Hospitals**
- **Health plan**

Care feels easier and faster and is centered around you.



Convenient ways to get care

You have flexible options to get care beyond the doctor's office — and you can manage your care anytime with the Kaiser Permanente app or at kp.org.



Getting care

- Talk with a Kaiser Permanente clinician by video or phone for the same high-quality care as an in-person visit.¹
- Get 24/7 medical advice by phone or online.
- Email your doctor's office with nonurgent questions.²



Managing care²

- Schedule or cancel routine appointments.
- Order most prescription refills.
- Check your medical records and pay bills.



More than 80% of care visits during the COVID-19 outbreak have been phone appointments or video visits.

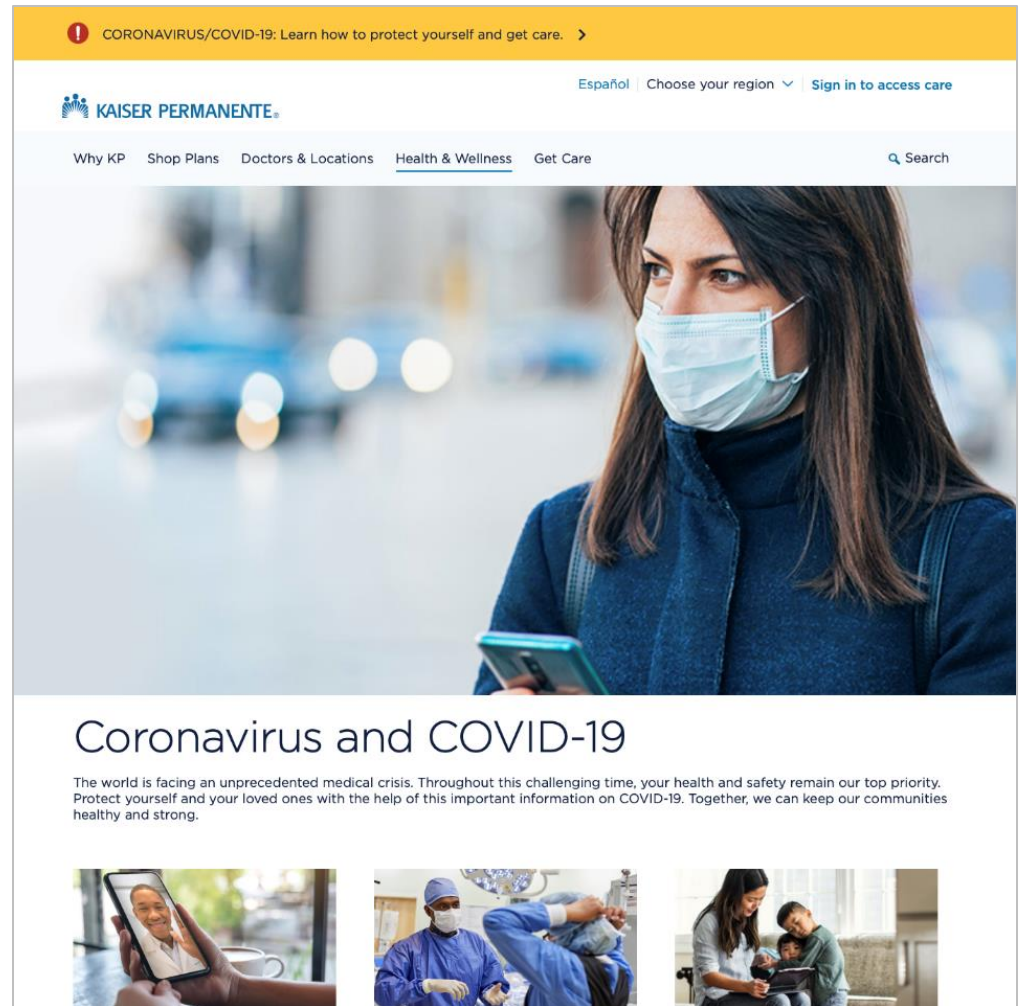
1. When appropriate and available. 2. Available when you get care from Kaiser Permanente facilities.

Timely updates and comprehensive information at kp.org/coronavirus

Members can find answers to common questions about their care and coverage during COVID-19, including:

- Should I get tested for COVID-19?
- How do I get care and prescriptions?
- What if I lose coverage?
- How can I deal with anxiety about this situation?

Learn more at kp.org/Coronavirus



The screenshot shows the top portion of the Kaiser Permanente website. At the top is a yellow banner with a red information icon and the text "CORONAVIRUS/COVID-19: Learn how to protect yourself and get care. >". Below this is a white navigation bar with the Kaiser Permanente logo, the text "Español | Choose your region", and "Sign in to access care". A secondary navigation bar contains links for "Why KP", "Shop Plans", "Doctors & Locations", "Health & Wellness" (which is underlined), and "Get Care", along with a search icon and the word "Search". The main content area features a large image of a woman with long dark hair wearing a light blue surgical mask and a dark blue turtleneck, looking to her right while holding a smartphone. Below the image is the heading "Coronavirus and COVID-19" in a large, dark font. Underneath the heading is a paragraph of text: "The world is facing an unprecedented medical crisis. Throughout this challenging time, your health and safety remain our top priority. Protect yourself and your loved ones with the help of this important information on COVID-19. Together, we can keep our communities healthy and strong." At the bottom of the page, there are three small, square images: the first shows a hand holding a smartphone displaying a video call with a man; the second shows two medical professionals in blue scrubs and masks; the third shows a woman sitting on a bench with a child, both looking at a tablet.

Mental health services — care for the whole you

Your thoughts and feelings affect your overall well-being. We're committed to helping you achieve and maintain optimal health for your mind, body, and spirit.

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Access a wide range of online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.



Learn more at kp.org/mentalhealth.

Added support to help you thrive¹



ClassPass reduced rates on fitness classes



Self-care apps Calm and myStrength



Wellness Coaching by Phone



Online healthy lifestyle programs, videos, podcasts, recipes, and more



Reduced rates on specialty care services like acupuncture, chiropractic care, and massage therapy



On-site health education classes and support groups²

1. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice.
2. Classes vary at each location and some may require a fee.
3. Not available in all areas.

New perks for your total health

CLASSPASS

ClassPass workouts

Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, boxing, cardio, strength training, and yoga.

- Reduced rates on fitness classes — Take real-time online and in-person classes from top fitness studios
- Online video workouts at no cost — 4,000+ on-demand fitness classes



Calm app

Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality.

- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)



myStrength

myStrength platform empowers individuals with personalized pathways incorporating multiple programs to help manage and overcome challenges.

- Managing Depression
- Controlling Anxiety
- Reducing Stress
- Improving Sleep

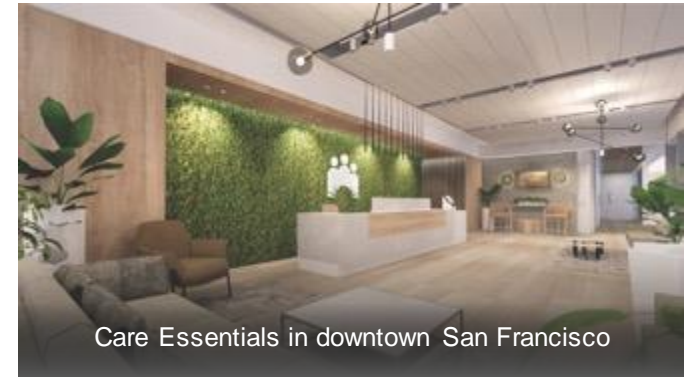
New locations in Northern California

Scheduled to open soon

- Alameda Medical Offices expansion
- Care Essentials in downtown San Francisco

Open now

- Fresno Cedar Avenue Medical Offices
- Oakland Clay Street Mental Health & Wellness
- San Francisco Ellis Street Mental Health & Wellness



Care Essentials in downtown San Francisco



Mental Health & Wellness services

Thank you



UnitedHealthcare

Iris Schaeffer, Field Account Manager



**Get to know
your benefits.**



Your plan choices.



- 1 City Plan Actives & Early Retirees- Select Plus Network**
- 2 Choice Not Available City Plan Actives & Early Retirees- Choice Plus Network**

UnitedHealthcare Select Plus Plan.



- ✓ There's out-of-network coverage.
- ✓ Option to select a primary care provider (PCP).
- ✓ No need to get referrals to see a specialist.
- ✓ Preventive care is covered 100 percent in our network.



**If you go out of network,
your costs may be higher.**

Please read your plan documents and check your Summary of Benefits for additional information.

Network care costs.

Coinsurance

| | |
|------------|-----|
| PCP | 15% |
| Specialist | 15% |

Deductible

| | |
|--------|-------|
| Self | \$250 |
| Family | \$750 |

| | |
|-------------|-----|
| Coinsurance | 15% |
|-------------|-----|

Out-of-pocket limit

| | |
|--------|---------|
| Self | \$3,750 |
| Family | \$7,500 |

Please read your plan documents. Additional information such as benefit details, plan limitations and exclusions, and the costs of coverage can be found in the Summary of Benefits.

- ✓ There's out-of-network coverage.
- ✓ Option to choose a primary care provider (PCP).
- ✓ No need to get referrals to see a specialist.
- ✓ Preventive care is covered 100 percent in our network.



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Coinsurance

15%

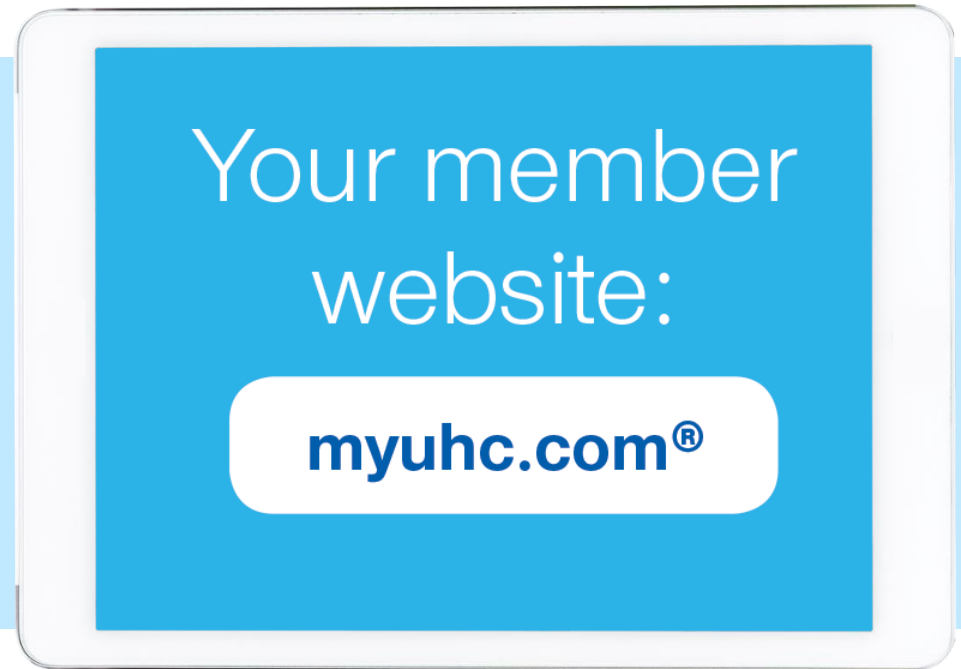
Out-of-pocket limit

| | |
|--------|---------|
| Self | \$3,750 |
| Family | \$7,500 |

3 easy ways to find a network provider.



- 1 Look for the “Find a Doctor” button on myuhc.com[®].
- 2 Call the number on your health plan ID card.
- 3 Search using the UnitedHealthcare[®] mobile app.



Go digital and get the most out of your benefits.



Your member
website:

myuhc.com[®]

Activate your myuhc.com account after enrolling and gain access to:

- Find network providers and locations.
- Check account balances.
- View and pay claims.
- Estimate costs for care.
- Learn about covered preventive care.
- Find and compare medications.
- Refill, renew and transfer home delivery prescriptions.

Pharmacy Benefit

Prescriptions



How we cover prescriptions.



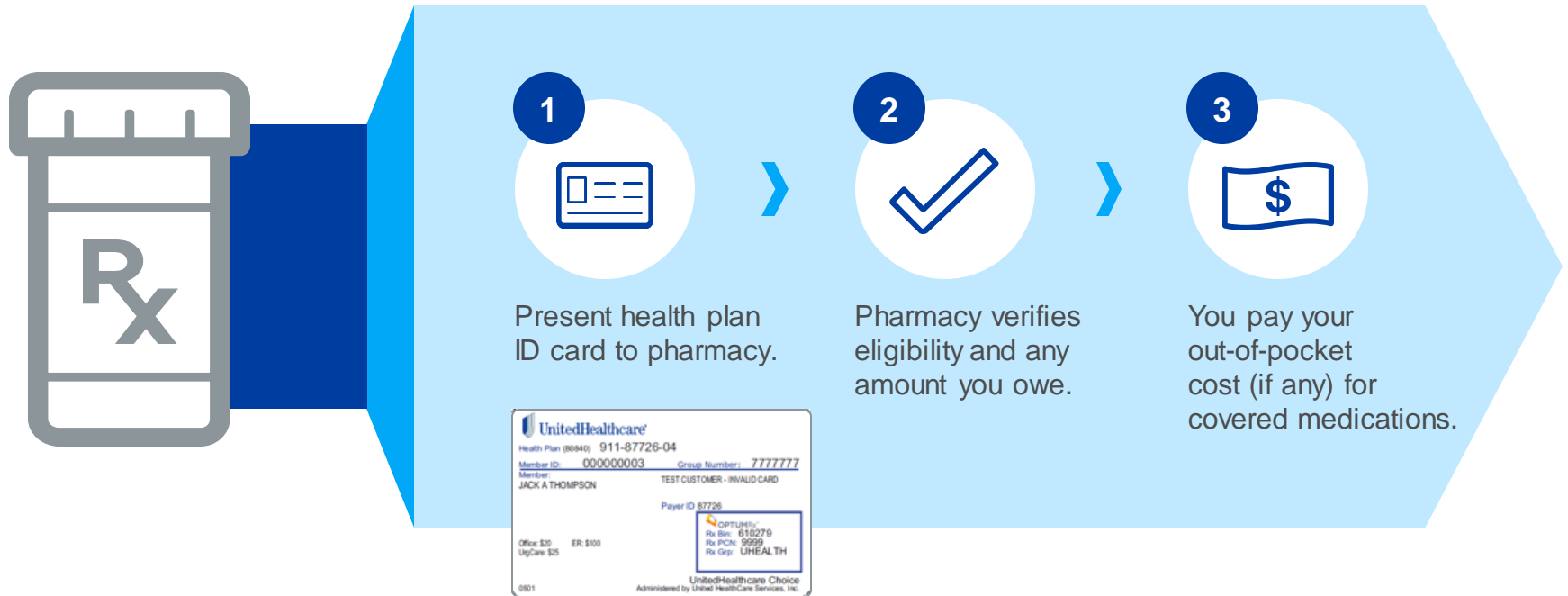
OptumRx[®] is your UnitedHealthcare[®] plan's pharmacy care services manager.

The UnitedHealthcare **Prescription Drug List (PDL)** is a list of commonly prescribed medications covered by the plan. Medications are placed into tiers that represent the cost you pay out of pocket.

| | TIER 1 | TIER 2 | TIER 3 |
|---------------------------------|--------|--------|--------|
| City Plan Prescription Coverage | \$10 | \$25 | \$50 |



Pharmacy payment process.



Manage your pharmacy benefits on the go.



With myuhc.com[®] and the UnitedHealthcare[®] app¹, you can:

- ✓ Enroll in home delivery.
- ✓ Find network pharmacies.
- ✓ Refill prescriptions and set up reminders.
- ✓ Estimate and compare medication costs.
- ✓ Search your plan's PDL.



¹ The UnitedHealthcare app can also help determine how a medication is covered and whether or not there are other options to help save you money.

Benefits to help you stay healthier



Help is a call, email or web chat away.



Speak with an Advocate for help:

- Understand your benefits and claims.
- Talk through your bill or payment.
- Find and compare care and cost options.
- Get answers to your pharmacy questions.
- Maximize your health savings.
- Take advantage of all your plan's health and well-being benefits.



Fertility Solutions Program provides:

- Access to trained fertility nurses who will answer questions and help explain treatment options.
- Help with finding network doctors, clinics and facilities that are right for you.
- Support in navigating the healthcare system and how to best use your health benefit.



Your path to better health.



Rally®

- Get personalized recommendations.
- Earn Rally coins for taking healthy actions.
- Connect with a community.
- Track your progress to stay motivated.



Get help losing weight and keeping it off.



Real Appeal[®]

- A personalized transformation coach will customize a plan to fit your needs.
- Get online support and a mobile app to stay on track and reach your goals.
- Receive a success kit featuring a personal blender, digital food scale and more.



See a doctor anywhere, anytime.



Virtual Visits

- Get access to care online, at any time.
- See and talk to a doctor from your mobile device* or computer.



NOTE: There is a cost for this service.

- *Data rates may apply.

Questions?



welcometouhc.com/SFHSS



Toll-Free **1-866-282-0125**
Habla Español? Podemos ayudar.

Health Plan Office Hours

Set-up an appointment to discuss your needs at sfhss.org/oe2021

blue of california



blue of california San Francisco Health Service System

QUICK LINKS

- Home
- Find a doctor
- Urgent care centers
- Plan services
- Pharmacy benefits
- Programs and services
- How to enroll
- Login / Register
- Download the app

SFHSS virtual health fairs

SFHSS is offering live virtual health fairs through open enrollment in October. Find a date that fits your schedule and hear about your plan options and changes to your benefits.

[Go to SFHSS](#)

Need a 1-on-1 consultation to discuss a complex health coverage question?

Schedule a 15-minute appointment with an expert Blue Shield representative when it's convenient for you.

[Book an appointment](#)

Are you feeling stressed about COVID-19 and need to speak with a licensed therapist?

Telebehavioral health providers can help you with the stresses of COVID-19, the effects of sheltering-in-place and more:

- anxiety
- depression
- grief
- panic attacks
- coping with an illness

Coronavirus info Self Care apps Mental Health Get started Top doctors All under one roof Personalized care Easy online access Healthy extras

Good health is just the beginning

Welcome, HSS health plan members! Thank you for considering Kaiser Permanente as your health care provider for 2020.

2021 Open Enrollment Information

Have questions about your Permanent benefits? [Click here](#)

Want to speak to someone one-on-one to answer your open enrollment questions? Sign up for office hours with a Kaiser Permanente representative below:

- [Office Hours for Actives](#)
- [Office Hours for Retirees](#)

CORONAVIRUS/COVID-19 Information

[NOVEL CORONAVIRUS](#) View PDFs on What you should

UnitedHealthcare SAN FRANCISCO HEALTH SERVICE SYSTEM

Home Benefits Health Management Online Tools & Resources

Welcome San Francisco HSS Members

What's New for 2021

- [UnitedHealthcare Medicare Advantage PPO - Medicare](#)
- [City Plan - Non Medicare](#)
- [Virtual Education Center](#)

I want to...

What would you like to do? *

Wondering if your doctor is in our network?

Use our locator tool to find a physician or facility.

Online access to care - virtual visits

A virtual visit lets you see and talk to a doctor from your computer or mobile device. [Learn more](#)

Q&A

SFHSS Member Services

1145 Market Street, 3rd Floor
San Francisco, CA 94103

SFHSS.org

Main: (628) 652-4700

Toll-free: (800) 541-2266

Fax: (628) 652-4701

Operating Hours:

Monday, Tuesday, Wednesday, Friday

9am-12pm and 1pm-5pm

Thursday

10am-12pm and 1pm-5pm

Thank you!