



HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

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Executive Director
Health Service System

Holly Lopez
Executive Secretary

TEL (628) 652-4646
FAX (628) 652-4703
<http://www.sfhss.org/>

HEALTH SERVICE BOARD

MEETING MINUTES

Thursday, November 12, 2020

REGULAR MEETING AT

1:00pm

VIRTUAL PRESENTATION BY SFGOV TV

Due to the COVID-19 health emergency and to protect our Board Members, SFHSS staff, and members of the public, the Board's Meeting Room (Room 416) is closed.

Remote Meeting Access

Watch at 1:00 pm on November 12, 2020 (via SFGovTV) - <https://sfgovtv.org/hsbLIVE>

Click the link to join the meeting -<https://bit.ly/2G65gRo>

Public Comment Call-In: 415-655-0001 / **Access Code:** 146 668 4901

Providing Public Comment:

1. Dial **415-655-0001** and then enter access code **146 668 4901** then #
2. **Press #** again to enter the meeting as an ATTENDEE
3. You will hear a beep when you join the meeting as a participant.
 - a. Stop and LISTEN
 - b. Wait for Public Comment to be announced.
4. When the President or Commission Secretary calls for Public Comment, dial * then **3** to be added to the speaker line.
5. You will then hear "You have raised your hand to ask a question, please wait to speak until the host calls on you." Callers will hear silence when waiting for their turn to speak.
6. Ensure you are in a quiet location. Before you speak, mute the sound of any equipment around you, including televisions, radios, and computers. You must mute your computer (if you are watching via the web link) so there is no echo sound when you speak.
7. To withdraw your question, press * then **3**. – you will hear: "You have lowered your hand."
8. When the system message says "Your line has been unmuted" - **THIS IS YOUR TIME TO SPEAK.**
9. When the President or Commission Secretary states "Welcome Caller," you are encouraged to state your name clearly. As soon as you speak, you will have **3 minutes** to provide your comments.
10. Once your 3 minutes have expired, you will be moved out of the speaker line and back as a participant in the meeting. You will hear "Your line has been muted."
11. Participants who wish to speak on other public comment periods can stay on the meeting line and listen for the next public comment opportunity.

Best Practices when calling in for Public Comment:

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole, do not address individual Commissioners

Written Public Comment

Persons unable to attend the meeting may submit written public comments regarding an agenda item. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. Written public comment expected to be part of the official record should be submitted to the Board email, health.service.board@sfgov.org, and **received by 5 pm on Wednesday, November 11th** before the meeting. Members can also call 628-652-4646 with any questions.

All comments received by the deadline will be read aloud by the Board Secretary up to the three-minute maximum allotted time to each commenter. In the body of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

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1. **CALL TO ORDER: 1:06 pm**

2. **ROLL CALL:**

President Stephen Follansbee, M.D. -Present
Vice President Chris Canning-Excused
Commissioner Karen Breslin-Present
Commissioner Mary Hao-Present-arrived at 1:10 pm
Supervisor Dean Preston-Present-arrived at 1:23 pm
Commissioner Randy Scott-Present
Commissioner Claire Zvanski-Present

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

The Governance Committee Meeting Minutes from September 3, 2020, can be located on the SFHSS website at <https://bit.ly/336ke2C>

The Regular Meeting Minutes from September 10, 2020, can be located on the SFHSS website at <https://bit.ly/36RLd2Q>

President Follansbee affirmed the Health Service Board Governance Committee Meeting minutes on September 3, 2020, and the Regular Meeting minutes on September 10, 2020. Commissioner Zvanski moved to approve the meeting minutes. Commissioner Scott seconded the motion.

PUBLIC COMMENT: None

ACTION: The Health Service Board unanimously approved September 3, 2020, Governance Committee meeting minutes and unanimously approved the September 10, 2020, Regular Meeting minutes.

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

PUBLIC COMMENT: None

5. **PRESIDENT'S REPORT: (Discussion)**

The President's Report can be located on the SFHSS website at <https://bit.ly/3kQ83g4>

President Follansbee reminded the Board to model behaviors for our members to protect ourselves and our friends. President Follansbee pointed out that COVID-19 cases have risen, and the escalation is not a sign of current recommendation failing but a sign that recommendations must be practiced. President Follansbee reiterated the importance to take the local and state health department guidelines seriously. President Follansbee shared that his family member was admitted to acute care and luckily critical care bed was available but within a few days all critical care beds were full. President Follansbee noted with the rise in cases, critical care beds may be full or exhausted in the coming weeks.

Commissioner Breslin announced the passing of Harry Paretchan on September 15, 2020. Commissioner Paretchan served the City and County of San Francisco for 35 years. He served as a Police Officer for seven years before joining the San Francisco Fire Department. Commissioner

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Zvanski noted that Harry Paretchan started the Fire Fighters chili cookoff fundraiser as well as raised funds for Make-a-Wish Foundation. Commissioner Paretchen sought to improve health benefits for all members with a focus on the City Plan's first dental and vision plan, prescription drug program, and secured provider contacts with local hospitals and pharmacies. Paretchan served as President and Vice President during his tenure, served longer than any Commissioner to date, and earned and henceforth holds the Commissioner Emeritus. President Follansbee declared the meeting will be held in Harry Paretchan's honor.

PUBLIC COMMENT: None

GOVERNANCE COMMITTEE MATTERS

6. APPROVE THE INITIATION OF THE HEALTH SERVICE BOARD ANNUAL SELF-EVALUATION and EXECUTIVE DIRECTOR EVALUATION PROCESS FOR THE FISCAL YEAR 2020-2021: (Action)

The Governance Committee documents can be located on the SFHSS website at <https://bit.ly/3IKX8pr>

Governance Committee Chair Scott stated the Board annual Self Evaluation and the Performance Evaluation for the SFHSS Executive Director process was reviewed. Commissioner Scott reminded Board members that once the surveys and timelines are approved, Board members are committed to the process within the approved timeline. Commissioner Scott explained that the Department of Human Resources will offer consultative support and the Health Service Board Secretary has been designated as the action officer to initiate surveys, send survey reminders and compile reports to the Board. Commissioner Scott shared the Committee reviewed the evaluation survey documents and timelines. Commissioner Scott also shared that three questions were modified on the Self Evaluation survey and no changes were made to the Performance Evaluation survey. Commissioner Hao recalled the Board Self-Evaluation survey had questions that did not apply to all Board member experiences and asked if those questions had been modified. Commissioner Scott clarified that the Committee identified and updated one question on Board Orientation that needed to be updated to include all Board Members' experiences.

PUBLIC COMMENT: None.

Commissioner Zvanski moved to approve the 2020-2021 Board Self-Evaluation and Performance Evaluation for the Executive Director surveys and timelines as presented. Commissioner Breslin seconded the motion.

ACTION: The Health Service Board unanimously approved the 2020-2021 Board Self-Evaluation and Performance Evaluation for the Executive Director surveys and timelines as presented.

7. MEDICAL PLAN COMPETITIVE BID FOR CONTRACTS IN PLAN YEAR 2022 (Non-Medicare) POPULATION: REVIEW OF THE REQUEST FOR PROPOSAL PROCESS: (Discussion Item)

The SFHSS Medical Competitive Bid for Plan Year 2022 (Non-Medicare) Population presentation can be located on the SFHSS website at <https://bit.ly/3IPENYd>

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Commissioner Scott reported that the Governance Committee had a robust discussion regarding the Request for Proposal (RFP) process and Board awareness and engagement in the RFP process. Commissioner Scott noted Executive Director Yant presented a detailed outline of completed milestones as well as upcoming markers to prepare for the final recommendation in February 2021. Commissioner Scott stated that the Governance Committee members, along with Commissioner Breslin who participated in the discussion, are completely satisfied with the process, the calendar, and the activities brought in the presentation.

Executive Director Yant stated she would share a high-level look back and look forward to the RFP Medical process. Executive Director Yant pointed out two sections of the RFP to review that were printed and delivered to the Commissioners. Executive Director Yant presented the following items:

- Key Elements of RFP: Overview of Key Dates and Deadlines
- Key Elements of RFP: Section 1. Overview of SFHSS
- Key Elements of RFP: Section 5. Scope of Work
- Completed Process to Date (as of November 6, 2020) and To Be Completed

President Follansbee asked what date would be held for a second meeting if February if needed. Executive Director Yant confirmed February 25, 2021. Commissioner Scott re-iterated that a second Board meeting is held if the approval is not accomplished at February 11, 2021, Regular Board Meeting. President Follansbee commented that the RFP process has been well outlined and described to the Governance Committee and the Board throughout the process. President Follansbee complimented the staff for thoroughness and commitment to align the RFP with the five points of the SFHSS Strategic Plan.

Commissioner Hao asked who will comprise the panel. Executive Director Yant stated the panelist's identities remain confidential to protect them from undue influence. Executive Director Yant explained that panelists represent subject matter experts, including staff and representatives from other counties. Commissioner Scott also stated that the current confidential information will be made available to the Board as part of the staff recommendation in February 2021.

Commissioner Breslin asked who selected the panelists. Executive Director Yant stated that the SFHSS office, Michael Visconti, Lead Contract Manager, and herself made the final selection.

Commissioner Scott expressed his admiration for Executive Director Yant and her staff lead by Michael Visconti to support this process and thanked the staff for their time and effort. President Follansbee noted that the RFP timing aligns with industry recommendations to host RFP every three years and appreciates the inclusion of this timeframe for our members.

Supervisor Dean Preston announced the technical difficulties ceased and camera capabilities were restored to participate fully.

PUBLIC COMMENT: None

REGULAR BOARD MATTERS

8. DIRECTOR'S REPORT: (Discussion)

The Director's Report can be located on the SFHSS website at <https://bit.ly/39mOKJB>

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

- Open Enrollment
- Reminder: Black Out Period
- Well-Being and EAP Services
- Racial Equity Action Planning Update
- COVID-19 Updates from Health Plans
- Member Concern about Availability of High Dose Flu Vaccine from Kaiser
- Administrative Update: Board Follow-up: Public Comment
- HSB Email Report

Executive Director Yant announced the success of open enrollment in a virtual world and expressed appreciation for the work of Mitchell Griggs, Chief Operation Officer, Rin Coleridge, Enterprise Systems and Analytics Manager, and their teams. Executive Director Yant also recognized the Communications and Member Service teams support the virtual platforms and webinars. Executive Director Yant announced an open enrollment report will be presented in the December meeting. Executive Director Yant recognized the efforts of the Well-Being team to complete the Flu Vaccine Clinics.

President Follansbee shared the following information on the high-dose flu-vaccine,

"The high dose is recommended by the Centers for Disease Control by anyone over the age of 65. It's the same vaccine components as the regular vaccine, which is available by multiple manufacturers, but the high dose comes from really one manufacturer. It's the same components but the levels of components are 4 times higher as one can imagine does lead to a more robust antibody response for protection in people over the age of 65. The vaccine was first approved based on antibody levels and not based on any clinical evidence of increased efficacy or usefulness. That evidence is evolving but it is clear that it does help prevent serious hospitalizations by about 24%. So, it's not 4 times more effective in preventing disease. It's 24% more effective in preventing serious disease. That is significant, but what that says is that the routine vaccine if it's available is in fact also very protective and very appropriate."

PUBLIC COMMENT: None.

Break: 2:18-2:28pm

9. PRESENTATION OF MEDICARE MARKET UPDATE: (Discussion)

The Medicare Market Update presentation can be located on the SFHSS website at <https://bit.ly/3foMFh8>

Mike Clarke and John Grosso presented the following items in their Medicare Market Update:

- Background for Today's Discussion
- The Purpose for Today's Discussion
- SFHSS Strategy Considerations-Medicare Plans
- Current Medicare Health Plan Market-Available Plans for Medical Coverage
- Current Medicare Health Plan Market-Available Plans for Prescription Coverage
- U.S. Population Distribution in Medicare Plans

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- Employer Medicare Plan Strategy-Two Approaches
- Strategic Themes in Medicare Plan Market
- Why Employers Offer Medicare Advantage (MA) Plans
- How Original Medicare Compares to Medicare Advantage
- Medicare Plan Offering Prevalence-Key California Counties
- Medicare Advantage Plan Enrollment Continues to Climb
- Medicare Advantage Plan Features
- Medicare Advantage Plan Landscape
- MA Quality Measures-Start Ratings
- Medicare Advantage Plan Types
- National Group-Based MA PPO Plans
- COVID-19 Impact on MA Plans
- Next Steps I SFHSS Medicare Plans Future Evaluation
- Appendices

Mike Clarke began with the presentation goal to discuss how SFHSS and the Health Service Board as it pertains to potential engagement in a Request for Proposal (RFP) to the Medicare health plan market for the 2023 plan year. Mike Clarke urged the Board to consider what steps SFHSS and the Health Service Board take over the next 6 to 8 months to decide the best course of action regarding Medicare plan offerings into the 2023 plan year.

Commissioner Scott asked if deductibles, copayments, and other plan design cost sharing elements paid by plan members are aspects considered within the affordable and sustainable strategic goal, along with contributions paid by members. Mike Clarke confirmed plan design elements as well as contributions are included as aspects of affordable and sustainable. Commissioner Scott requested this be clearly outlined in future presentations.

Commissioner Breslin asked to clarify the meaning of negative SDOH. Mike Clarke explained that negative social determinants of health are social determinants of health that may create a barrier to health or healthcare that may be a negative influencer to someone whose ability to access care to find the opportunity to sustain health. Executive Director Yant offered the example of social isolation, particularly in the Medicare member population, that is a risk factor as high as smoking. Executive Director also shared the next two Board meetings will offer robust presentations about racial equity and social determinants of health. President Follansbee stated the Board's responsibility to ensure vendors and providers guarantee equitable care to all members. Commissioner Scott also commented that social determinants of health cover a broad construct and include pre-existing conditions in certain member populations. Commissioner Scott also requested the Board be informed of the range of social determinants of health.

Commissioner Zvanski requested information on what's offered for retirees living in the Hetch Hetchy, Tuolumne, Mariposa, and Sonora area. Commissioner Scott requested further research in design benefits or features such as copayments and formulary, in our 10-Counties and beyond. Commissioner Breslin expressed her concern for more choices for the retiree population and wondered if retirees could have the Medicare Advantage and the PPO option. Commissioner Zvanski commented the transition from active to retiree can cause members to change providers which are challenging in more rural areas and wondered if there are plans that support active and retiree members so the transition is less disruptive to the member.

Mike Clarke commented that San Mateo County is converting their Blue Shield of California Medicare Coordination of Benefits plan to a Blue Shield of California Medicare Advantage plan for their 2021 plan year, and that the new Medicare Advantage plan will be available on a national basis.

Paul Brown, Blue Shield of California (BSC), stated that BSC always offered Medicare coordination plans in the group market. Paul Brown stated the BSC Medicare Advantage HMO market has been inconsistent because of the limited ability to balance the Medicare reimbursement and the rates for providers. Paul Brown also pointed out that the Medicare Advantage PPO offers coverage outside of the immediate area and thus a benefit to those members in remote areas or those members who like to travel.

Commissioner Scott asked to define PFFS. Mike Clarke explained PFFS is an acronym for Private Fee for Service plan.

President Follansbee asked if the federal government subsidizes more for plans with higher star ratings. Mike Clarke confirmed the higher the star rating the higher the federal subsidy into the plan. Mike Clarke further explained that the goal is to maximize the portion of that revenue being generated through the federal CMS subsidies and the remainder becomes the premium. President Follansbee asked if all plans are subjected to anti-fraud activities to make sure the generated 5-start rating data is valid. Mike Clarke confirmed plans are subjected to all anti-fraud protocols. Executive Director Yant stated the federal government has a very large compliance division that looks carefully and monitors all CMS related charges.

Commissioner Breslin wondered if the shortage of primary care doctors is due to the small reimbursement they receive from the federal government. President Follansbee asked if the quality is measured and generated within the various health plans and vendors and that the reimbursement for these providers and emergency rooms is not negotiated directly with the federal government. John Grosso, Aon's National Retiree Medical Consulting Leader, stated that generally, health plans like Medicare Advantage plans reimburse providers something close to what traditional Medicare would pay the providers directly-reimbursement can be a little bit above, at, or below the Medicare fee schedule- and tend not to deviate too significantly from that baseline that's universally accepted by the provider community. John Grosso also stated that providers can participate in bonuses such as data sharing, certain positive outcomes determined by the Medicare Advantage plan, and as governed by CMS. Executive Director Yant also noted research will be conducted on the shift away from fee-for-service toward value-based payments such as quality and outcomes.

Commissioner Zvanski asked if there is an update on how the hearing before the Supreme Court about ACA and how that will impact any presentation point today. Executive Director Yant stated any updates would be shared as they are available.

PUBLIC COMMENT: None.

10. REPORT ON BLUE SHIELD INFERTILITY AND PHARMACY BENEFITS PROCESS IMPROVEMENT: (Discussion)

The Blue Shield Infertility and Pharmacy Benefits Process and Improvement presentation can be located on the SFHSS website at <https://bit.ly/399Pj9l>

Shawn Lovering, Blue Shield of California presented the following items in her BSC/SFHSS Infertility Update:

- Issues:
- How We Fixed It-Infertility Services
- How We Fixed It-Infertility Medications
- SFHSS Drug Cost Shares

Commissioner Zvanski asked what date the reprocessed claims begin. Shawn Lovering stated the enhanced rider went back to January 1, 2018. Commissioner Scott thanked Blue Shield for this transformative step driven by member concerns. President Follansbee acknowledged Shawn as a key individual to this change and the Health Service System appreciated the responsiveness of key players. Executive Director Yant recognized Shawn Lovering as a champion and key person in creating organizational change.

PUBLIC COMMENT:

Erica Maybaum, a City employee, shared that in December 2018, she brought to Executive Director Yant's attention an experience regarding denial of infertility benefits. Erica Maybaum acknowledged SFHSS staff, President Follansbee as a Medical Doctor, and Blue Shield for listening and the steps they took to understand the issue which required a policy change to ensure equitable access. Erica Maybaum pointed out the policy changes had measurable impacts, both in the financial support that saves members thousands of dollars as well as the impact of members' ability to achieve their dream of having a family. Erica Maybaum expressed her pride in the commission, the department, and the City for setting a precedent that San Francisco is a family-friendly city and will tirelessly work to ensure its employees have equal access to benefits. Erica Maybaum thanked Executive Director Yant, SFHSS staff, Blue Shield of California, and the Board for listening, prioritizing the issue, and persisting until the issue was addressed.

President Follansbee thanked Erica Maybaum for her diligence and ability to articulate the issues at every step on behalf of herself as well as Health Service System members.

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

PUBLIC COMMENT:

Denise Rodriguez, Kaiser Permanente, responded to Commissioner Breslin's question that Kaiser Permanente does not provide home administered flu shots. Denise Rodriguez stated the Kaiser Permanente Medicare members can utilize the transportation benefit to receive transportation to a Kaiser Permanent facility for the flu shot. Denise Rodriguez also noted that drive-through clinics are available and Kaiser Permanente secured contracts with Walgreens, Safeway, and CVS to expand capabilities to vaccinate as many members as possible. Commissioner Breslin wanted to know if United Healthcare provided in-home visits. Shannon Hass, United Health Care (UHC), reported that UHC's "Health Calls" program does not currently administer flu shots. Shannon Haas also reported that UHC arranged for two in-home flu shots, one located within a facility and one at home, administered by a Vallejo based doctor. President Follansbee agreed it is a priority for providers to offer the arrangement, the transportation, and personnel as this overlaps the social determinants of health with people's ability to mobilize resources.

Commissioner Breslin asked if all plans offered COVID-19 testing for members. Executive Director

Yant confirmed all plans offer COVID-19 testing.

Commissioner Breslin asked if the member concern about the Delta Dental SmileWay program had been addressed. Executive Director Yant assured an update will be given at the December meeting.

PUBLIC COMMENT: None

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

PUBLIC COMMENT: None

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

PUBLIC COMMENT: None

14. ADJOURNMENT: 4:20 pm

President Follansbee adjourned the meeting in honor of Honorary Commissioner Harry Paretchan, Health Service Board Commissioner for the extraordinary term of 30 years through 2001. President Follansbee honored Harry Paretchan's contributions to the Health Service system, enrollees, and retirees.

Health Service Board and Health Service System Web Site: <http://www.sfhss.org>

Summary of Health Service Board Rules Regarding Public Comment

1. A member of the public has up to three (3) minutes to make pertinent public comments before action is taken on any agenda item.
2. A member may comment on any matter within the Board's jurisdiction as designated on the agenda.
3. Members may submit their comments by email to health.service.board@sfgov.org by 5 pm the day before the meeting start time. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. All comments received by the deadline will be read aloud by the Board Secretary up to the three-minute maximum allotted to each commenter. In the subject line of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

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 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.

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>.

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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 outlined 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