



# SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

## ADDENDUM NO. 1

### Employee Benefits/Health Plan Automated Decision Assistance Software

March 1, 2021

**REQUEST FOR INFORMATION**  
**Employee Benefits/Health Plan Automated Decision Assistance Software**  
**RFPQ#HSS2021.C2i**  
**CONTACTS:**  
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This Addendum is being issued to modify the requirements in the above-referenced Request for Information (RFI).  
Please review the terms of the RFI and this Addendum carefully. If there are any inconsistencies between the RFI and the terms of this Addendum, then the terms of this Addendum shall prevail.

**A. Modifications to RFI:**

*No modifications.*

**B. Questions & Answers**

1. **Q:** Out of the 136,000 individuals, how many are employees? Retirees? What is the number of healthcare subscribers?

**A:** As of February 1, 2021, the high-level distribution of the 136,000 individuals is as follows:

Member Type	Percentage
Employees Enrolled in City Health Benefits	30%
Retirees Enrolled in City Health Benefits	22%
Employees who are not enrolled City Health Benefits	4%
Retirees who are not enrolled City Health Benefits	5%
Dependents of Employees Enrolled in City Health Benefits	31%
Dependents of Retirees Enrolled in City Health Benefits	8%

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**Subscribers (medical benefit eligible individuals) are defined Employees and Retirees who are either enrolled in or not enrolled in City Benefits, which makes up 61% (83,164) of our total membership. Within the total count of Subscribers, the number of Subscribers enrolled in City Benefits is 70,795.**

2. **Q:** How many benefits are currently available to the City and County of San Francisco employees and retirees?  
**A:** **The City and County of San Francisco, through the San Francisco Health Service System (SFHSS), offers Medical, Dental, Vision plans for Active employees and retirees. In addition to these plans, Long Term Disability, Life Insurance, and voluntary benefits are also available to our Active employees.  
More information on the iterations of these plan can be found on our website: <https://sfhss.org/>**
3. **Q:** How many enrollment platforms are being used by the City and County of San Francisco? What are the names of those platforms?  
**A:** **SFHSS is using the PeopleSoft Benefits Administration as our eBenefits platform. We have a custom UI on top of that.**
4. **Q:** How many systems are currently being used by the City and County to house benefits? What are the names of those systems? What administrative platform(s) is currently being used?  
**A:** **We currently use one system, which is PeopleSoft 9.2, using the Ben Admin module.**
5. **Q:** What is the call volume for Open Enrollment?  
**A:** **For the most recent Open Enrollment, which occurred in October of 2020, 9,562 telephone calls were answered.**
6. **Q:** What is the current cost of Open Enrollment?  
**A:** **Unfortunately, the San Francisco Health Service System does not track or calculate the cost per call, or overall costs associated with during Open Enrollment.**
7. **Q:** Is the City and County using a mobile app for to access and/or engage with benefits?  
**A:** **No, not at this time. However, SFHSS may be exploring this in the future.**
8. **Q:** Is a California insurance license required to deliver the services requested in this RFI?  
**A:** **No.**

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9. **Q:**What is the overall structure of the City and County's current benefit plan?  
How are groups broken down (i.e. by school district, union affiliation, etc.)?

**A:** The Overall Structure is broken-down between Active Employees, by Employer and Union, and Retirees by non-Medicare Eligible, and Medicare Eligible, from four employers (City and County of San Francisco, San Francisco Unified School District, City College of San Francisco, and Superior Court of San Francisco). From this structure, Groups are further broken down by the contribution models which have been accepted through collective bargaining, with each City Union, and/or through the San Francisco Charter; retiree contributions are contained within the San Francisco Charter.

Examples of 2021 Rates can be found here:

- City and County of San Francisco Employee Rates:  
[https://sfhss.org/sites/default/files/2020-09/2021\\_CSF\\_Guide\\_RatesOnly\\_1.pdf](https://sfhss.org/sites/default/files/2020-09/2021_CSF_Guide_RatesOnly_1.pdf)
- Municipal Executive Employee Rates:  
[https://sfhss.org/sites/default/files/2020-09/2021\\_MEA\\_Guide\\_RatesOnly.pdf](https://sfhss.org/sites/default/files/2020-09/2021_MEA_Guide_RatesOnly.pdf)
- San Francisco Unified School District Employee Rates:  
[https://sfhss.org/sites/default/files/2020-09/2021\\_USD\\_Guide\\_RatesOnly.pdf](https://sfhss.org/sites/default/files/2020-09/2021_USD_Guide_RatesOnly.pdf)
- City College of San Francisco Employee Rates:  
[https://sfhss.org/sites/default/files/2021-01/2021\\_CCD\\_RatesOnly.pdf](https://sfhss.org/sites/default/files/2021-01/2021_CCD_RatesOnly.pdf)
- San Francisco Superior Court Employee Rates:  
[https://sfhss.org/sites/default/files/2020-09/2021\\_Court\\_Guide\\_RatesOnly.pdf](https://sfhss.org/sites/default/files/2020-09/2021_Court_Guide_RatesOnly.pdf)
- San Francisco Retirees with Medicare Rates:  
[https://sfhss.org/sites/default/files/2020-10/2021\\_Retirees\\_with\\_Medicare\\_Rates\\_Only\\_0.pdf](https://sfhss.org/sites/default/files/2020-10/2021_Retirees_with_Medicare_Rates_Only_0.pdf)
- San Francisco Retirees without Medicare Rates:  
[https://sfhss.org/sites/default/files/2020-10/2021\\_Retirees\\_without\\_Medicare\\_Rates\\_Only\\_0.pdf](https://sfhss.org/sites/default/files/2020-10/2021_Retirees_without_Medicare_Rates_Only_0.pdf)

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**10. Q:** Can you please confirm that there are 7,000 rate structures, and where can these rate structures be found?

**A:** Although SFHSS currently manages 4,307 iterations of rate combinations, with the introduction of three new programs for plan year 2022, it is anticipated that the number of rates will need to increase. The current estimate is between 6,000 and 7,000 different rates for plan year 2022.

Examples of the different iteration of rates can be found, above (Answer to Question #9) through the posted hyperlinks which contain examples of different member rates, by active/retiree status, plan, and union. Please note that not all of our rates are accessible through our website.

**11. Q:** What is the percentage of the employee and retiree population whose first language is one other than English? What are those languages? What is the percentage of employees whose first language is Spanish?

**A:** Unfortunately, the San Francisco Health Service System doesn't track information on the primary languages of our Members. However, we know many of our members speak Spanish, Mandarin Chinese, Cantonese, Tagalog, Vietnamese and Russian.

**12. Q:** Will you provide breakdown of the individuals to be covered by this benefit (i.e. union, non-union, active employees, retirees, dependents)?

**A:** All San Francisco Health Service System Members, which include all employees (union or non-union) and all retirees (Medicare or non-Medicare) would be able to utilize this new utility. A SFHSS member is any employee or retiree who is eligible to enroll in any benefits offered through the San Francisco Health Service System.

**13. Q:** What are the City and County's current challenges related to benefit enrollment and administration with respect to systems and processes?

**A:** SFHSS has been gradually shifting away from paper applications to electronic enrollment. The filing of paper applications has historically also entailed in-person office drop-in's and 1:1 in-person meetings with SFHSS staff members, which in the age of COVID-19, can no longer be supported in-person.

It has been found that the use of the eBenefits platform (electronic enrollment) has left some members needing further support as they move through the enrollment process of selecting plans and evaluating healthcare costs, losing the personal-touch and reinforcement, which our Members have become accustomed.

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Although the eBenefits System has greatly improved the enrollment process, as for speed and visibility, there is the remaining need to better personalize the experience, which ensures our members have access to all available information on the current programs, as they make their elections for Open Enrollment or a Qualifying Life Event.

To further understand the importance of Open Enrollment, and the increased statistics associated with Open Enrollment, please see the following statistics:

- 22% of SFHSS Members calls are during Open Enrollment
- 15,000 member interactions relating to benefits and changes occurred during the October 2020 Open Enrollment
- Members have the options to elect from the following types of plans
  - 5 health plans for Active Employees and Early Retirees and 2 Medicare health plan options
  - 3 Dental plan options
  - 2 vision plan options
  - Healthcare and Dependent Care Flexible Spending Accounts
  - A suite of voluntary benefits

**14. Q:** Is the City or County interfacing to multiple payroll systems? If so, how many and what are they?

**A:** We administer benefits for four (4) employers (City and County of San Francisco, San Francisco Unified School District, City College of San Francisco, and Superior Court of San Francisco) and for retirees of all four (4) employers. For City & County of SF and for Superior Court, the payroll is done within the same PeopleSoft system we use (payroll module). For the other employers we do not access their payroll systems. Deduction files are transmitted. So there is one (1) payroll system and two (2) deduction interfaces. As for the retirees, they are not in payroll. We send deductions to the various pension systems of which there are four (4).

**15. Q:** Does SFHSS intend to make a purchasing decision based on the proposals and information presented with the RFI process?

**A:** No. The RFI is non-binding and is a method used by the City and SFHSS to determine the scope and scale of a subsequent competitive procurement, such as a request for bid or a formal request for proposals (RFP).