

SFHSS

Open Enrollment Update and Worksite Flu Clinics

September 9, 2021

2021 OE 9x12 Envelopes for Actives and Retirees



OE Mailings

Total packets being mailed: 76,628

- CCD: **1,283** (all *eBenefits*)
- CCSF/CRT/COMM: **30,392** (all *eBenefits*)
- MEA: **1,294** (all *eBenefits*)
- USD: **6,996** (all *eBenefits*)
- RET-Medicare: **24,567** (all *eBenefits*)
- RET-Non-Medicare: **5,611** (all *eBenefits*)
- Waived (Actives & Retirees): **6,485**

2021 OE Booklets

HEALTH BENEFITS OPEN ENROLLMENT

SAN FRANCISCO HEALTH SERVICE SYSTEM
City and County of San Francisco Employees

Step-by-Step Open Enrollment Guide

STEP 1: Review your Open Enrollment Letter for current medical, dental and vision elections and new 2021 rates. Do you have any changes you want to make?

- **YES:** go to **Step 2 through 8** to make any changes.
- **NO:** please continue to **Step 2**.

STEP 2: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 3**.

STEP 3: Making changes to your health plan benefits.

- Review the Service Areas of the medical plans available to you online at [ehhs.angility.com](#).
- Review coverage details on pages 4 and 5.
- Review the rates for available plans in your area on page 7 of your enclosed Open Enrollment letter.
- Select your plan and complete **Choose a Medical Plan** page in **ehsApp**.

STEP 4: Making changes to your vision benefits.

- Review the Vision benefits options and rates on page 6.
- You must be enrolled in a medical plan to receive Vision benefits.
- Enrollment in the VSP Premier Plan requires that all dependents enrolled in medical coverage be enrolled in the VSP Premier Plan.
- Complete the **Enroll in a Vision Premier Plan** page in **ehsApp**.

STEP 5: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 6**.

STEP 6: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 7**.

STEP 7: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 8**.

STEP 8: Complete and submit your **Confirmation Statement** to make sure your benefits elections will be processed.

For more information visit [ehhs.org](#). For **HELP**, call San Francisco Health Service System Member Services at **(415) 624-4700**. Our offices are currently closed to the public.

The Open Enrollment deadline is October 29, 2021 5:00pm, PST.

EHSS

HEALTH BENEFITS OPEN ENROLLMENT

SAN FRANCISCO HEALTH SERVICE SYSTEM
Municipal Executive Employees

Step-by-Step Open Enrollment Guide

STEP 1: Review your Open Enrollment Letter for current medical, dental and vision elections and new 2021 rates. Do you have any changes you want to make?

- **YES:** go to **Step 2 through 8** to make any changes.
- **NO:** please continue to **Step 2**.

STEP 2: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 3**.

STEP 3: Making changes to your health plan benefits.

- Review the Service Areas of the medical plans available to you online at [ehhs.angility.com](#).
- Review coverage details on pages 4 and 5.
- Review the rates for available plans in your area on page 7 of your enclosed Open Enrollment letter.
- Select your plan and complete **Choose a Medical Plan** page in **ehsApp**.

STEP 4: Making changes to your vision benefits.

- Review the Vision benefits options and rates on page 6.
- You must be enrolled in a medical plan to receive Vision benefits.
- Enrollment in the VSP Premier Plan requires that all dependents enrolled in medical coverage be enrolled in the VSP Premier Plan.
- Complete the **Enroll in a Vision Premier Plan** page in **ehsApp**.

STEP 5: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 6**.

STEP 6: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 7**.

STEP 7: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 8**.

STEP 8: Complete and submit your **Confirmation Statement** to make sure your benefits elections will be processed.

For more information visit [ehhs.org](#). For **HELP**, call San Francisco Health Service System Member Services at **(415) 624-4700**. Our offices are currently closed to the public.

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EHSS

HEALTH BENEFITS OPEN ENROLLMENT

SAN FRANCISCO HEALTH SERVICE SYSTEM
San Francisco Unified School District Employees (SFUSD)

Step-by-Step Open Enrollment Guide

STEP 1: Review your Open Enrollment Letter for current medical and vision elections. To see your rates for 2021 and make your elections online visit [ehsApp](#). go to **Step 3** to learn how to enroll a new account.

Do you have any changes you want to make?

- **YES:** go to **Step 2 through 8** to make any changes.
- **NO:** please continue to **Step 2**.

STEP 2: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 3**.

STEP 3: Making changes to your health plan benefits.

- Review the Service Areas of the medical plans available to you online at [ehhs.angility.com](#).
- Review coverage details on pages 4 and 5.
- Review the rates for available plans in your area on pages 11 to 13.
- Select your plan and complete **Choose a Medical Plan** page in **ehsApp**.

STEP 4: Making changes to your vision benefits.

- Review the Vision benefits options and rates on page 6.
- Enrollment in the VSP Premier Plan requires that all dependents enrolled in medical coverage be enrolled in the VSP Premier Plan.
- Complete the **Enroll in a Vision Premier Plan** page in **ehsApp**.

STEP 5: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 6**.

STEP 6: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 7**.

STEP 7: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 8**.

STEP 8: Complete and submit your **Confirmation Statement** to make sure your benefits elections will be processed.

For more information visit [ehhs.org](#). For **HELP**, call San Francisco Health Service System Member Services at **(415) 624-4700**. Our offices are currently closed to the public.

The Open Enrollment deadline is October 29, 2021 5:00pm, PST.

EHSS

HEALTH BENEFITS OPEN ENROLLMENT

SAN FRANCISCO HEALTH SERVICE SYSTEM
City College of San Francisco Employees (CCSF)

Step-by-Step Open Enrollment Guide

STEP 1: Review your Open Enrollment Letter for current medical and vision elections and new 2021 rates. Do you have any changes you want to make?

- **YES:** go to **Step 2 through 8** to make any changes.
- **NO:** please continue to **Step 2**.

STEP 2: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 3**.

STEP 3: Making changes to your health plan benefits.

- Review the Service Areas of the medical plans available to you online at [ehhs.angility.com](#).
- Review coverage details on pages 4 and 5.
- Review the rates for available plans in your area on page 11.
- Complete box 1 on your enclosed Open Enrollment Application form to select your medical plan.

STEP 4: Making changes to your vision benefits.

- Review the Vision benefits options and rates on page 6.
- You must be enrolled in a medical plan to receive Vision benefits.
- Enrollment in the VSP Premier Plan requires that all dependents enrolled in medical coverage also be enrolled in the VSP Premier Plan.
- Complete box 1 on your enclosed Open Enrollment Application form to select your vision plan.

STEP 5: Complete and submit your Open Enrollment Application along with pages 10 and 11 and original copy of your supporting documentation by **NOVEMBER 02, 2021** or by mail to the address below. To download an Open Enrollment Application form, visit [ehhs.org/2021](#).

Our mailing address is **1145 Market Street, 3rd Floor, San Francisco, CA 94103** or by fax to **(415) 624-4700**. Our offices are currently closed to the public.

STEP 6: Review your Confirmation Statement in the mail from SFHSS to determine Open Enrollment changes take effect January 1, 2022. For more information visit [ehhs.org](#). For **HELP**, call SFHSS Member Services at **(415) 624-4700**. Our helpdesk hours are Monday, Tuesday, Wednesday and Friday from 9am to 3pm and 10am to 5pm on Thursdays.

The Open Enrollment deadline is October 29, 2021 5:00pm, PST.

EHSS

HEALTH BENEFITS OPEN ENROLLMENT

SAN FRANCISCO HEALTH SERVICE SYSTEM
Retirees

Step-by-Step Open Enrollment Guide

STEP 1: Review your Open Enrollment Letter for current medical, dental and vision elections and new 2021 rates.

Do you have any changes you want to make?

- **YES:** go to **Step 2 through 8** to make any changes.
- **NO:** please continue to **Step 2**.

STEP 2: Review the dependent(s) listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 3**.

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- Review the Service Areas of the medical plans available to you online at [ehhs.angility.com](#).
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- **YES:** review dependent eligibility rules online at [ehhs.angility.com](#).
- **NO:** please continue to **Step 8**.

STEP 8: Complete and submit your **Confirmation Statement** to make sure your benefits elections will be processed.

For more information visit [ehhs.org](#). For **HELP**, call San Francisco Health Service System Member Services at **(415) 624-4700**. Our offices are currently closed to the public.

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EHSS

SFHSS and Health Plan Ads for Actives and Early Retirees

CanopyCare HMO

Manage your health on the run or close to home

Access quality care where you live, work, and play.

Introducing CanopyCare HMO, a unique network offering all SFHSS employees unrivaled coverage in the Bay Area.

Enjoy seamless care from top providers. Easily access high-quality doctors and specialists. And stay on top of it all with user-friendly tools like our app and integrated patient portal.

So you can get the in-network care you need, or even a second opinion, without the hassle.

Enroll today at: healthnet.com/sfhss








CanopyCare HMO

Now is your time for self-care




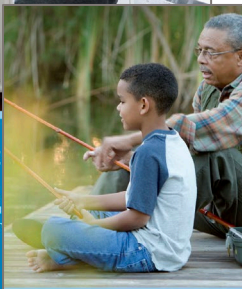
Introducing CanopyCare HMO, a unique network available to all SFHSS employees, including early retirees, offering unrivaled coverage across the Bay Area.

You've worked hard to get where you are. Now enjoy seamless coverage from top providers. Easily access high-quality doctors and specialists. And stay on top of it all with user-friendly tools like our app and integrated patient portal.

So you can access quality care where you live, work, and play.





Enroll today at: healthnet.com/sfhss

BUILT TO MAKE YOUR LIFE

Kaiser Permanente combines care and coverage — which health care options. Your doctors, hospitals, and health plan health care easier to get. To see what it's like to be a member,



BUILT TO MAKE YOUR LIFE EASIER

Kaiser Permanente combines care and coverage — which makes us different than your other health care options. Your doctors, hospitals, and health plan work together to make exceptional health care easier to get. To see what it's like to be a member, visit kp.org/choosekp.




blue
california

YOUR 2022 PLANS

You've got options

We had hoped to greet you in person at this year's open enrollment but remain optimistic that we'll say hi at a live event next year. Until then, find out about your Blue Shield plan choices in 2022.

NEW for 2022: Blue Shield of CA PPO - Accolade

- Get the benefit of Blue Shield's broad PPO network coupled with the ability to see any doctor or specialist you choose
- Access to Accolade's team of experts to help you navigate your health and benefits

Trio HMO

- More affordable option of all Blue Shield plans
- Access to California Pacific Medical Center facilities
- Access to healthy foods at a reduced price with Health Savings*
- \$0 first visit for on-demand doctor house calls with Heal
- **NEW for 2022:** Access to myStrength, a digital mental health treatment

Access+ HMO

- Access to the wide network of Blue Shield HMO providers
- Predictable health care expenses with fixed copayments for most services

Visit blueshieldca.com/sfhss for details on your plan options, to watch an interactive video that lets you compare Blue Shield plan options and costs, and to connect with an expert Blue Shield representative for questions about your health coverage.

Blue Shield of California is an independent member of the Blue Shield Association A52457 (7/21)



2022 Guides

2022
City and County of
San Francisco

SAN FRANCISCO
HEALTH SERVICE SYSTEM Health Benefits Guide

2022
Municipal
Executives

SAN FRANCISCO
HEALTH SERVICE SYSTEM Health Benefits Guide

2022
San Francisco Unified
School District

SAN FRANCISCO
HEALTH SERVICE SYSTEM Health Benefits Guide

2022
City College of
San Francisco

SAN FRANCISCO
HEALTH SERVICE SYSTEM Health Benefits Guide

2022
Superior Court of
San Francisco

SAN FRANCISCO
HEALTH SERVICE SYSTEM Health Benefits Guide

2022
Retirees

SAN FRANCISCO
HEALTH SERVICE SYSTEM Health Benefits Guide

OE Website*

Open Enrollment for Plan Year 2022 webpages will launch soon.



*Website layout and design subject to change.

Member Services During Open Enrollment

- 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.
- This year, City College was added as well, which means all active employees and retirees now have access to self-service. Members will still be able to mail, fax or drop off paper applications if they choose to do so.
- Member Services will be on-site at 1145 Market at least three days a week during October to ensure that all of our electronic capabilities have appropriate bandwidth and support to handle the expected high call volume for this Open Enrollment.

Virtual Open Enrollment Webinars in October 2022

SFHSS will host **Virtual OE Webinars** to keep everyone informed safely. This year, we are adding Life Stages webinars, so members can have a deeper dive about their benefits on the following topics: Staying Healthy, Mental Health Support, Starting a Family, Managing Chronic Conditions, Managing Serious Illness/Advanced Care Directive.

September 27

eBenefits Account Registration
(for online enrollment)

9am

September 30

Active Employees &
Early Retirees
General Health Plan Overview

1pm

October 4

eBenefits Account Registration
(for online enrollment)

1pm

October 4

Voluntary Benefits Webinar
(City & County, Court, and MEA
employees only)

12pm

October 12

Flexible Spending Accounts
(City & County, Court, and MEA
employees only)

12pm

October 13

Active Employees &
Early Retirees
General Health Plan Overview

11am

October 14

Navigating eBenefits to Make
Open Enrollment Elections

1pm

October 14

Voluntary Benefits Webinar
(City & County, Court, and MEA
employees only)

5:30pm

October 18

eBenefits Account Registration
(for online enrollment)

12pm

October 21

Active Employees Dental/Vision
(Dental for City & County, Court,
and MEA employees only)

12pm

October 25

Navigating eBenefits to Make
Open Enrollment Elections

12pm

October 26

Active Employees &
Early Retirees
General Health Plan Overview

12pm

Raffles and Prizes

All vendors are providing raffle prizes to giveaway to members who participate in our webinars, register for an eBenefits account or make their elections using eBenefits. Below are examples from UnitedHealthcare and Kaiser.



Special Office Hours Just for SFHSS Members



Health Net CanopyCare Communications Plan

SFHSS and Health Net CanopyCare HMO have designed a communications plan to introduce Health Net to SFHSS Members.

- Robust targeted advertising campaign in Bay Area:
 - TV
 - Radio
 - Print
- Early introduction to SFHSS members in monthly eNews with feature stories.



<https://sfhss.org/sign-eneews>

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being



CanopyCare Timeline and Advertising in the Community

September 9, 2021 Board Meeting

SFHSS CanopyCare HMO Implementation Timeline

August 2021

- ✓ 8/2 Draft Member Guide to SFHSS for review
- ✓ 8/4 Monthly August eNews to SFHSS
- ✓ 8/10 SFHSS Microsite Phase 1 Live
- ✓ 8/13 Deliver EOC, SBC, DF to SFHSS
- ✓ 8/16 Revised buckslip to Canopy for review
- ✓ 8/16 All OE Materials Due to SFHSS for review
- ✓ 8/17 Submit pre-recorded webinars to SFHSS
- ✓ 8/26 SFHSS Response to EOC, SBC, DF
- ✓ 8/31 Monthly Sep eNews Visual/Copy to SFHSS
- ✓ 8/31 Wellness Resource Flyers

October 2021

- 10/1 – 10/29 Open Enrollment
- 9/30 – 10/26 Webinars
- 10/1 – 10/29 OE office hours
- 10/1 HN DMHC filing
- 10/1 SFHSS Microsite Phase 2 Live

December 2021

- 11/29 – 12/3 SFHSS mails confirmation letters
- TBD Members able to register on MCH portal
- Target 12/3 – 12/10 Initiate transitioning care outreach
- 12/20 ID cards and buckslip mailed (may move up with pre-effective elig file)
- Q3 - Q4 2021 IPA/Medical group training



July 2021

- ✓ 7/1 Draft Member Guide to Canopy for review
- ✓ 7/9 Webinar Scripts to SFHSS for review
- ✓ 7/15 Microsite to SFHSS for review
- ✓ 7/16 Monthly Aug eNews Visual/Copy to SFHSS
- ✓ 7/16 Final benefit guide feedback to Health Net (HN)
- ✓ 7/16 Pharmacy Plan Code available
- ✓ 7/19 SFHSS feedback/edits to webinar script
- ✓ 7/26 - 8/13 Webinars pre-recorded
- ✓ 7/30 IPA/MG member materials review

September 2021

- ✓ 9/2 HN service center training
- 9/7 ID card sent to SFHSS for review
- 9/9 & 9/15 SFHSS Member Services Training
- 9/15 HN service center live
- 9/17 Monthly Oct eNews Visual/Copy to SFHSS
- 9/17 Buckslip final review with SFHSS
- 9/20 SFHSS Weekly OE Email start
- 9/30 SFHSS webinars to begin (post on microsite 9/15 – confirm with SFHSS)

November 2021

- 11/17 Live pre-effective elig from SFHSS to HN
- 11/24: HN sends pre-effective elig to Canopy
- 11/29 - SFHSS – Using my Benefits configuration complete

2022

- 1/1/2022 Coverage Begins
- 1/31/2021 Deliver Final EOC to members
- 1Q: Activating Care (starts w/PCP visit)
- Ensure smooth onboarding process for new SFHSS hires
- Transition to 'Steady State'
- Lessons Learned/Closure

CanopyCare HMO Advertising in the Community

SFHSS Advertising Firefly
Flight Dates: 8.15 – 10.1



marinhealth. + UCSF Health
The best care on both sides of the bridge.
CanopyHealth.com health net canopy HEALTH

Northwest SF



Dignity Health. + UCSF Health
Great care in your backyard.
CanopyHealth.com health net canopy HEALTH

Residential SF/Daly City



Hill + UCSF Health
Physicians
The best care on both sides of the bridge.
CanopyHealth.com health net canopy HEALTH

Northeast SF



Confidential and Proprietary Information. For internal use only.



CanopyCare HMO Advertising in the Community

Digital Bus Shelters throughout SF zip codes – Pre-Determined List of hot spots
Flight Dates: 8.30 – 10.15



**Healthcare that's
actually helpful.**

CanopyHealth.com



JOHN MUIR HEALTH + **UCSF Health**

**Where doctors and nurses
choose to be patients.**

CanopyHealth.com



**Choose great care
by your home office.**

And your office office.

CanopyHealth.com



Confidential and Proprietary Information. For internal use only.



CanopyCare HMO Advertising in the Community

Digital Boards – Will Rotate – JMH Audience

Flight Dates: 8.16 – 10.15

Location: Bay Bridge West bound



JOHN MUIR HEALTH + **UCSF Health**

The best care on both sides of the bridge.

CanopyHealth.com | health net. | canopy HEALTH


Currently
Running on the
Bay Bridge



Implementation Overview

SAN FRANCISCO HEALTH SERVICE SYSTEM

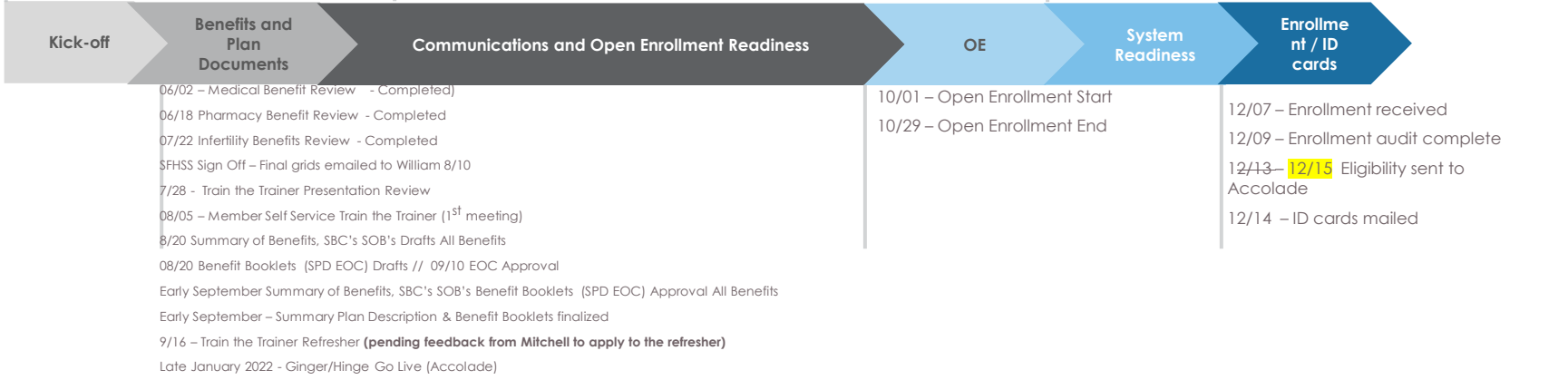
CONNECTION
ANALYSIS
DATA

blue  of california

Implementation Milestones

May	June	July	Aug	Sep	Oct	Nov	Dec	01/01/2022
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<ul style="list-style-type: none"> 05/13 – SFHSS Board Approval 05/26 – Finalized timeline milestones 06/15 – Implementation NDA-BAA Finalized 07/01 – Finalize group requirements 	<ul style="list-style-type: none"> 06/09 – OE Communication Workstream kick-off 06/16 – Accolade Implementation Kickoff 06/23 – Banking/Invoice Discussion 06/30 – OE Communication Plan Outlined finalized 08/15 – Initial SFHSS communication sent to members September – Accolade readiness to take OE Calls 	<ul style="list-style-type: none"> 11/15 – Ready to accept eligibility November-Early December Facets testing for medical and pharmacy TBD - Claims ready
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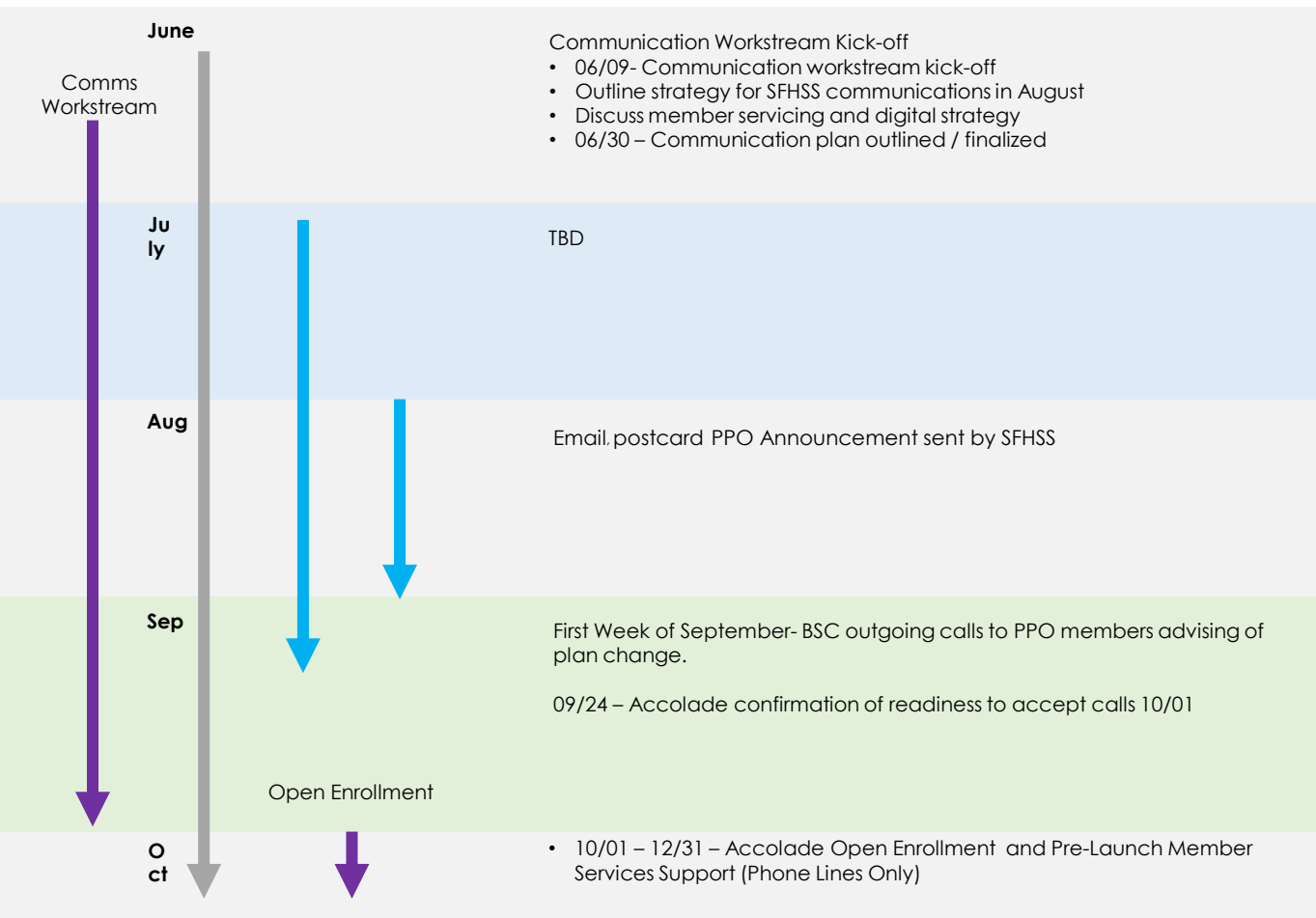
Implementation Meeting Schedule

Activity	Participants	Meeting Cadence
Implementation Check-In Meetings	Blue Shield, Accolade, and core SFHSS team members	Weekly (1 hour) Wednesdays at 1:00 PST
Claims Funding and Banking Call	Blue Shield and SFHSS team members responsible for financial decisions and billing	1-hour 06/23 (Our standing weekly call)
Benefit Review Call	Blue Shield, Accolade, and SFHSS team members responsible for plan benefits and intent	1-hour 06/02 (Our standing weekly call) Follow up review week of 6/21
Communication Workstream	Blue Shield, Accolade, and SFHSS team members responsible for communications and OE servicing.	Kick-off week of 06/09
Transition of Care Reports	Blue Shield, SFHSS, Accolade and prior carrier to outline request for transition of care reporting applicable to Medical authorizations, case management, etc.	1 hour meeting Early July
Accolade- Implementation Kickoff Meeting	Accolade, Blue Shield, SFHSS	1 hour 06/16 (Our standing weekly call)
Accolade- Service Description Guide	Blue Shield, Accolade, and Core SFHSS team members	2 hours- Date TBD

Implementation Meeting Schedule


Activity	Participants	Meeting Cadence
Accolade- Ancillary Benefits Discovery Workshops	Blue Shield, Accolade, and SFHSS Team Members SFHSS Team(s): Ancillary Benefit Design & Administration	Between 2-4, 3-hour sessions / 6-12 hours total
Outgoing Carrier Integration Planning	Blue Shield, SFHSS, Accolade and prior carrier to outline request for transition of care reporting applicable to Medical authorizations, case management, etc.	1 hour meeting Early July 2021
Discovery Session – Train the Trainer FAQ's	Blue Shield, Accolade, and SFHSS Team Members	1-hour 07/28 (Our standing weekly call)
Train the Trainer FAQ's	Blue Shield, Accolade, and SFHSS Team Members	1-hour 08/05 8:30am-9:30am PST
Train the Trainer Refresher	Blue Shield, Accolade, and SFHSS Team Members	1-hour 09/16 8:30am-9:30am PST

SFHSS Communications Plan






OE Postcards

1,200+ postcards mailed to existing SFHSS PPO Members to inform them that beginning in January 2022, UnitedHealthcare PPO will be replaced with **Blue Shield of CA PPO-Accolade**.



Your Health Plan Just Got Better!

Introducing **Blue Shield of CA PPO-Accolade**, which will replace your UnitedHealthcare PPO in January 2022.


Hello SFHSS Member,

Beginning in January 2022, UnitedHealthcare PPO will be replaced with **Blue Shield of CA PPO-Accolade**.

- See any doctor you choose for most services.
- Self-refer to specialists.
- Pay less for services with PPO network providers.
- Plus, upgraded access to Accolade – personalized support for your health and benefit needs.

In the coming weeks, look for an email from SFHSS and a telephone call from Blue Shield’s Member Services for more information and to address any questions you might have regarding this transition. Visit blueshieldca.com/sfhss to learn more about the new **Blue Shield of CA PPO-Accolade** plan.

Yours Truly,



PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
K&H

SFHSS Worksite Flu Clinics

Details:

- Partner with Kaiser Permanente
- Clinics will run 9/28 through 11/4
- 23 Clinics
 - 7 Open - any city employee and/or retiree can get vaccinated at this location.
 - 16 Restricted/Closed Clinics - 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).
- By Appointment



Clinic Locations

DATE	TIME	LOCATION	ACCESS
9/28/2021	5:00am-9:00am 11:00am-5:00pm	DEM (1011 Turk St.)	Restricted Access
9/29/2021	8:00am-2:00pm	SFFD Headquarters (698 2nd St.)	Restricted Access
9/30/2021	10:00am-3:00pm	MTA - Presidio (2610 Geary Blvd.)	Restricted Access
10/4/2021	8:00am-12:00pm	PUC Sunol Yard (505 Paloma Way)	Restricted Access
10/5/2021	11:00am-4:00pm	MTA-MME (601 25th St.)	Restricted Access
10/6/2021	9:00am-12:00pm	DeYoung Museum (50 Hagiwara Tea Garden Dr.)	Restricted Access
10/6/2021	7:30am-12:00pm	PUC-HW (Albassin, CA)	Restricted Access
10/7/2021	9:00am-3:00pm	City Hall (1 Dr. Carlton B. Goodlett Pl.)	Open
10/12/2021	7:00am-1:00pm	PUC-CDD (1980 Oakdale Ave.)	Restricted Access
10/13/2021	9:00am-3:00pm	Hall of Justice (850 Bryant)	Restricted Access
10/14/2021	8:00am - 3:00pm	County Fair Building - Golden Gate Park (1199 9th Ave.)	Open
10/15/2021	10:00am-1:00pm	49 South Van Ness Ave	Restricted Access
10/18/2021	7:30am-1pm	PUC-WST (1000 El Camino Real, Millbrae, CA)	Restricted Access
10/19/2021	9:00am-3:00pm	1 South Van Ness Ave	Open

Clinic Locations

DATE	TIME	LOCATION	ACCESS
10/20/2021	9:00am-2:00pm	SFPD Headquarters (1245 – 3rd St.)	Restricted Access
10/21/2021	9:00am-3:00pm	SFPW (2323 Cesar Chavez)	Restricted Access
10/26/2021	8:00am-1:00pm	PUC-WWE (750 Phelps Street)	Restricted Access
10/27/2021	9:00am-1:00pm	SFHSS (1445 Market Street)	Open
10/28/2021	9:00am-2:00pm	HSA (1100 Utis Street)	Open
10/29/2021	10:30am-1:30pm	LIB (100 Larkin St.)	Restricted Access
11/2/2021	10:00am-2:00pm	SF War Memorial (401 Van Ness Ave.)	Open
11/4/2021	7:00am-1:00pm	Pier 1 (Embarcadero)	Open

COVID-19 Vaccines

According to the [CDC](#), “HHS [announced a plan](#) to begin offering COVID-19 vaccine booster shots this fall.”

What we know as of 9/2/2021:

The COVID-19 vaccine continues “to be remarkably effective in reducing the risk of severe disease, hospitalization and death” including the Delta variant.

✓ Priority – Get Vaccinated

1. Preparations are underway to “institutionalize” COVID vaccine into primary care and other more routine settings.
2. With the Delta variant there is evidence of a decrease in protection against “mild to moderate disease.”
3. The Health Systems serving SF are preparing for booster vaccine administration and await Federal and State approvals and guidance.
4. Individuals who are 8 months out from receiving their second dose will be eligible for the booster.
5. If a booster is ACIP recommended, and FDA authorized those who are most at risk will be eligible to receive it first (healthcare providers, residents of long-term care facilities and other older adults).
6. SFHSS does not currently have plans to offer worksite COVID-19 vaccines clinics in conjunction with or in replacement of the flu vaccine clinics.