

**DATE:** February 10, 2022

**TO:** Dr. Stephen Follansbee, President, Members of the Health Service Board

**FROM:** Abbie Yant, RN, MA Executive Director SFHSS

**RE:** February 2022 Director's Report

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### **SFHSS Staff are Working Remotely and Remains Closed to the Public**

The Health Service Board continues to hold remote meetings and this practice will be reconsidered every 30 days.

#### **Black History Month and Year of Tiger (see attached memorandum)**

SFHSS is proud to celebrate Black History Month and the Lunar New Year. Please see attached memorandum.

#### **COVID-19 Update (see attached slides)**

SFHSS urges all eligible members to get their vaccine, 1<sup>st</sup>, 2<sup>nd</sup>, and booster doses. This now includes 5 to 11-year-old children, many of whom are now receiving their 2<sup>nd</sup> dose. We continue to monitor public health guidance given the recent surge in the transmission of the Omicron variant of the COVID-19 virus that now seems to be subsiding. Our Health Plans and providers continue to monitor COVID-19 cases, testing, and vaccination.

#### **COVID-19 Test Availability and Home Test Kits**

As the demand for COVID-19 tests skyrocketed during the Omicron surge the manufacturing and distribution of home test kits have resulted in more availability for our members to purchase home COVID tests. In addition, the US Government has made tests available through the USPS (<https://special.usps.com/testkits>), home tests are becoming available through many employers and the public and private testing sites are more readily available as the demand is currently decreasing.

On Jan. 10, 2022, the Department of Labor (DOL), Department of Health and Human Services (HHS), and the Treasury Department released a series of FAQs under the Affordable Care Act (ACA) Part 51. This was in response to the Biden-Harris administration's directive to issue guidance requiring group health care plans and insurers to provide coverage of over-the-counter, in-home COVID-19 diagnostic tests. Effective beginning January 15th, until the end of the Coronavirus Public Health Emergency, individuals can get up to eight (8) over-the-counter tests each month. If you purchase a test kit that includes two tests, that will count as two of your eight covered tests.

Further, on February 3, 2022, CMS announced that people in either Original Medicare or Medicare Advantage (individual or group) will be able to get over-the-counter COVID-19 tests at no cost starting in early spring. Under the new initiative, Medicare beneficiaries will be able to access up to eight over-the-counter COVID-19 tests per month for free.

For SFHSS retirees covered under the Kaiser Permanente Senior Advantage plan, reimbursement for up to 8 tests/month is already in place. For retirees covered under the UHC Medicare Advantage plan, reimbursement for up to 8 tests/month will be available shortly.

**Please check SFHSS.org as more information is available on home test kit coverage.**

Following is additional information on coverage and where to find more information:

Carrier	Carrier Website for More Information on How to Submit for Reimbursement	Additional Notes
Blue Shield	<a href="https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/Sites_Content_EN/coronavirus/coverage-testing">https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/Sites_Content_EN/coronavirus/coverage-testing</a>	Up to \$12 dollars per test
Kaiser Permanente (Non-Medicare)	<a href="http://kp.org/coronavirus">kp.org/coronavirus</a>	No \$ cap on tests
Kaiser Permanente (Medicare)	<a href="http://kp.org/coronavirus">kp.org/coronavirus</a>	KPSA is covering test for members, with no \$ cap on tests
United HealthCare (Non-Medicare)	<a href="http://myuhc.com">myuhc.com</a>	Up to \$12 dollars per test
United HealthCare (Medicare)	TBD	Direct member reimbursement of \$12/test
HealthNet	<a href="http://healthnet.com/COVID19">healthnet.com/COVID19</a>	Up to \$12 dollars per test

**Provider Reimbursements**

Several questions were raised by HSB Commissioners at the January HSB meeting regarding dentists and mental health workers. SFHSS does not negotiate directly with providers as their rates are determined by the health plans when negotiating with the providers. We have shared your concerns directly with the plans.

**Public Safety Mental Health and Substance Use Disorder Treatment**

There is growing recognition of the mental health and substance use disorder services that are provided within our health plan network that specifically address the unique needs of public safety members. While there are current programs that are more proximal to where our members work and live that are included within the SFHSS health plans and accessed now by our members, SFHSS continues to discuss with its health plans, members, and labor on the inclusion of the IAFF Center of Excellence located in Maryland.

Since SFHSS does not contract directly with providers or facilities (including residential recovery facilities), there are challenges with this request that must be considered and addressed. One of the key criteria is that the program must be willing to meet the clinical outcomes and financial expectations of the contracted health plan as the health plans are required to meet requirements outlined by the Department of Managed Health Care.

We will keep the HSB informed on this matter.

**Black-Out Period Notice - Reminder**

The HSB discussed the Black-Out Period notice at the November 18, 2021 meeting and approved it at the December 9, 2021, HSB meeting. The notice informed the HSB that beginning on September 9, 2021, through June 23, 2022, HSB members are prohibited from unauthorized communications and other prohibited activities in connection with the San Francisco Health Service System (“SFHSS”) formal request for information (“RFI”) from prospective vendors prior to a possible competitive bid process for the Medicare Advantage

(“MA”) plans. The Black Out period subsequently continues throughout the entire Annual Rates and Benefits process for the 2023 plan year. Black-Out Period notices are available on our Board Policies and Reference Documents [webpage](#).

### **Racial Equity Action Planning**

Phase I of the SFHSS Racial Equity Action Plan (REAP) was submitted to the Office of Racial Equity, Mayor’s Office, and Board of Supervisors in accordance with the December 31, 2020, city-wide mandate. The Health Service Board approved the design and development of the SFHSS Racial Equity Action Plan: Phase I that is now published on our department website<sup>1</sup>. Phase I supports staff empowerment through programs that benefit our workplace environment. Phase II will focus on the delivery of external services and programs benefitting our membership at large. The ORE legislation states that by March 1, 2022, departments will present an annual report to the Office of Racial Equity, the Mayor’s Office, and the Board of Supervisors on their action plan implementation, including successes and obstacles faced throughout the last year. To assist with this, ORE has recently provided a template to all CCSF departments along with observations and recommendations for ongoing racial equity action planning.

The Office of Racial Equity recognized and appreciated the tremendous work that department heads, Racial Equity Leaders, and advisory teams have put into the creation of Racial Equity Action Plans. These plans outline a path to creating institutional change and actively dismantling structures, behaviors, and norms that lead to unequal outcomes for Black, American Indian, and People of Color employees in the City. Conversations about cultural representation, identity, and diversity in our nation’s history and today are commemorated throughout February, including upcoming heritage events hosted by the City.

Reference: 1 – [SFHSS Racial Equity Action Plan: Phase I webpage](#)

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**SAN FRANCISCO HEALTH SERVICE SYSTEM  
DIVISION REPORTS: February 2022**

**PERSONNEL**

**Recruitments:**

- 1824 Principal Administrative Analyst (Contracts): Hiring process is near complete.
- 2595 Senior Employee Assistance Counselor: Recruitment Underway
- 2593 Health Program Coordinator III
- 1404 Clerk:
- 1209 Benefits Technician
- 0953 Chief Operating Officer; Recruitment underway.

**Employees' Working Status:**

- HSS employees have been performing a mix of duties in a variety of locations, including but not limited to essential HSS work both in the office and remotely. HSS staff returned to the office full-time effective 12/1/21, has been mostly working remotely due to DHR recommendation. The current expected return to office date is 2/14/2022.

**OPERATIONS**

- Member Services took 4726 calls in January, and 5725 calls in December.
- Virtual consultations through Bookings are continuing. In the last 30-days, consultations have increased to about 90 consults for retirees, new hires, and members with changes in family circumstances.
- DEVA project planning is on the way, identifying and developing the operational design of the audit, and coordinating with Communications and ESA Teams, on the way that the DEVA populations will be identified, contacted, and what systems will be available for the 2022 audit.

**ENTERPRISE SYSTEMS AND ANALYTICS (ESA) (see attached slide)**

- Cisco Webex Contact Center solution is being implemented. A test site and accounts have been created. Call routing is being tested by MBS, ESA, and Well-Being. As these groups can provide their feedback/signoff we move closer to go-live.
- IRS 1095-C Forms were mailed to all employees and some retirees – well ahead of schedule. Electronic filing with the IRS will be completed in March
- ESA continues the system work resulting from the plan year changes. The Health Net CanopyCare payment file was just completed.
- The annual demographic file is currently being produced for presentation to the HSB in February
- There was a critical cybersecurity vulnerability identified globally and ESA spent several weeks remediating all our servers and systems to be protected

**COMMUNICATIONS**

- Developed 2022 Communications Plan
- Sent Confirmation Letters to all members and corrections to impacted members
- Researched vendor support for Dependent Eligibility Verification Audit
- Researched how to comply with COIT's new Digital Accessibility mandate
- Updated COVID Vaccine resource page with booster dose information

- PREVIEW: Updated COVID Testing page to include health insurance reimbursement for at-home COVID test kits
- SFHSS.org has 17,256 users and top-visited pages include City & County benefits, Contact Us, Kaiser HMO, and IRS COVID Relief for Dependent Care FSA

## **FINANCE AND BUDGET**

### **Policies & Procedures, Process Improvement**

- Received approval from Controller's Office for new SFHSS Electronic Invoice and Payment Approval Policy – improves the efficiency of receiving invoices and processing approvals for shorter turnaround times
- Completed 6-Month Projection Report for the Controller's Office
- Completed input for the 2021 Annual Report

### **Calendar Year 2021 to 2022**

- Transition plan year-end transaction processing and tracking to the new calendar year start of new rates and plan options

### **Budgeting Process for FY22-23 & FY23-24:**

- Received Mayor's CFO Budget Instructions Presentation and have staff trained and set up on the new City-wide budget system
- Revised internal budget planning spreadsheets
- Initiated internally budget reviews and budget development with all HSS managers
- Developing General Fund and Health Sustainability budget proposals for Health Service Board and Budget and Finance Committee meetings in February

## **CONTRACTS**

- Executed agreement with VSP for vision benefits.
- Executed first amendment to Medicare agreement with UnitedHealthcare.
- Executed first amendment to agreement with Hartford for Life and LTD.
- Executed second amendment to agreement with ComPsych for ongoing EAP counseling support.
- Executed third amendment to agreement with CredibleMind for mental health and well-being resources.
- Completed and executed master application for Kaiser Washington.
- Received Approval from the Civil Service Commission for PSC 46208 - 21/22, for Salesforce software development and the Dependent Eligibility Verification Audit (DEVA).

## **WELL-BEING (see attached slides)**

- Launched the Live, Feel, Be Better in 2022 Campaign
- Provided a quarterly Key Player training with 89 participants in attendance
- There have been a total of 4,288 downloads of the Cordico App among all first responder departments
- There have been a total of 28,123 modules clicks within the Cordico App in 2021

## **Attachments:**

1. Black History Month & Lunar New Year
2. COVID-19 Updates
3. ESA Slides
4. Well-Being Slides

**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

**MEMORANDUM**

**DATE:** February 10, 2022  
**TO:** Dr. Steven Follansbee, President, Members of the Health Service Board, and SFHSS All-Staff  
**FROM:** Abbie Yant, RN, MA Executive Director SFHSS  
**RE:** Black History Month & Lunar New Year

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SFHSS is uplifting cultural heritage through a suite of Black History Month and Lunar New Year MS Teams backgrounds curated by our Communications Division. Through our remote work environment, we are encouraging the sharing of resources that help us learn and grow in our respect and inclusivity for one another. Conversations about cultural representation, identity, and diversity in our nation's history and today are being commemorated throughout February, including upcoming heritage events hosted by our City partners.

The [San Francisco Public Library](#) centered the national theme, the importance of Black Health and Wellness, through a panel discussion of lessons learned from 2021 COVID, chronic disease, and mental health. San Francisco health experts discussed where our Black communities are health-wise and what we can do collectively to move forward. More than 1 billion people across the world also celebrated the start of the Lunar New Year this week. Known also as Chinese New Year, Vietnam's Tết Nguyên Đán or South Korea's Seollal, it's a time for families to gather for big feasts; it's also a chance for people to put the past behind them and look forward to a fresh start. The [Asian Art Museum](#) is welcoming the Lunar New Year through virtual storytelling programs, insights about the zodiac, tiger symbolism in Asian art, and featured pieces from the museum collection.

Within our department, the timing of the [SFHSS Strategic Plan](#) refresh and mandated [Racial Equity Action Plan](#) refresh are aligning to draw forth key principles of diversity and inclusion that resonate with our benefits administration and population health work. Data from member focus groups and surveys are being analyzed to determine whether new touchpoints are needed that inform member engagement efforts and equity indicators. At this month's All-Staff meeting, it was announced that Leadership and All-Staff would contribute to our inclusive strategic planning process to reflect on the current and future state of Strategic Goals, Objectives, and Guiding Principles. Employee voice is integral to this process.

Please know that my door is always open for reflection and conversation.

# **San Francisco Health Service System Health Service Board**

COVID-19 Update

February 10, 2022

## SFHSS Specific Data — Testing

Test Results	Blue Shield of California (BSC) as of 1/18	Kaiser Permanente of California <sup>[1]</sup>		UnitedHealthcare (UHC)	
		Non-Medicare as of 1/25	Medicare as of 1/25	Non-Medicare as of 1/31	Medicare as of 1/19
Positive	1,349	6,006	929	44	108
Negative	25,066	180,574	25,111	540	1,965
Inconclusive / Unknown	NR	NR	NR	1,229	6,244
<b>Total</b>	<b>26,415 <sup>[2]</sup></b>	<b>186,580</b>	<b>26,040</b>	<b>1,813</b>	<b>8,317</b>

**NR Not Reported**

*[1] Does not represent unique members*

*[2] May be underreported due to claim submission lag*



## SFHSS Specific Data — Vaccines

Test Categories	Blue Shield of California (BSC) as of 1/18	Kaiser Permanente of California		UnitedHealthcare (UHC)	
		Non-Medicare as of 1/23	Medicare as of 1/23	Non-Medicare as of 1/31	Medicare <sup>[1,2]</sup> as of 1/19
	Dose	Individuals		Individuals	
Partial	1,298	997	89	619	1,076
Fully	26,208	45,711	12,966	662	13,790
<b>Total</b>	<b>27,506</b>	<b>46,708</b>	<b>13,055</b>	<b>1,281</b>	<b>14,866</b>
Booster / Third Vaccination	12,518	26,831	11,402	503	8,529
<b>Total Members</b>	<b>32,285</b>	<b>55,276</b>	<b>13,549</b>	<b>3,200</b>	<b>17,107</b>

[1] The payment for the administration of vaccinations will now be the plan responsibility under the UHC Group MA plan as of 1/1/22.

[2] UHC Medicare is counting the 2<sup>nd</sup> shot as a booster if the member received the J&J vaccine initially.

**Vaccines are provided to all at no cost to members.**

## SFHSS Specific Data — Hospitalizations

Blue Shield  
of California

**102** cases

Kaiser Permanente  
of California

**505** cases  
(of which 76 were in ICU)

UnitedHealthcare  
Non-Medicare

**242** cases  
(of which 11 were/are in ICU  
and 5 with a ventilator)

UnitedHealthcare  
Medicare

**298** cases  
(of which 64 were/are ICU  
and 27 with a ventilator)

Data is from March 2020 to January 2022.

# SFHSS Specific Data — By Age Groups

	Age Group (in years)	Partially Vaccinated	Fully Vaccinated	Booster/ 3rd Vaccination
<b>Blue Shield of California</b>	5 – 11	367	947	—
	12 – 17	97	2,343	254
	18 and older	834	22,918	12,264
	<b>Total</b>	<b>1,298</b>	<b>26,208</b>	<b>12,518</b>
<b>UnitedHealthcare Non-Medicare</b>	<18	22	65	9
	18 – 39	105	137	56
	40 – 64	448	376	397
	65+	44	84	41
	<b>Total</b>	<b>619</b>	<b>662</b>	<b>503</b>
<b>Kaiser Permanente of California</b>	5-11	379	2,040	N/A
	12-17	88	3,554	994
	18-40	286	15,635	8,662
	41-64	232	22,776	15,774
	65+	16	1,707	1,401
	Under 65 - KPSA	1	173	128
	65+ KPSA	88	12,793	10,915
	<b>Total</b>	<b>1,001</b>	<b>45,712</b>	<b>26,831</b>

3rd vaccine and booster data combined

HSB Meeting: COVID-19 Update — February 10, 2022

# SFHSS Specific Data — COVID Home Test Kits (as of 2/4/2022)

On Jan. 10, 2022, the Department of Labor (DOL), Department of Health and Human Services (HHS) and the Treasury Department released a series of FAQs under the Affordable Care Act (ACA) Part 51. This was in response to the Biden-Harris administration’s directive to issue guidance requiring group health care plans and insurers to provide coverage of over-the-counter, in-home COVID-19 diagnostic tests.

Beginning January 15th, until the end of the Coronavirus Public Health Emergency, individuals can get up to eight (8) over-the-counter tests each month. If you purchase a test kit that includes two tests, that will count as two of your eight covered tests.

**For the most up-to-date information on coverage of COVID Home Test Kits, visit [SFHSS.org](https://www.sfhss.org) or your carrier website.**

Carrier	Carrier Website for More Information on How to Submit for Reimbursement	Additional Notes
Blue Shield	<a href="https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/Sites_Content_EN/coronavirus/coverage-testing">https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/Sites_Content_EN/coronavirus/coverage-testing</a>	Up to \$12 dollars per test
Kaiser Permanente (Non-Medicare)	<a href="https://kp.org/coronavirus">kp.org/coronavirus</a>	No \$ cap on tests
Kaiser Permanente (Medicare)	<a href="https://kp.org/coronavirus">kp.org/coronavirus</a>	KPSA is covering test for members, with no \$ cap on tests
United HealthCare (Non-Medicare)	<a href="https://myuhc.com">myuhc.com</a>	Up to \$12 dollars per test
United HealthCare (Medicare)	TBD	Direct member reimbursement of \$12/test
HealthNet	<a href="https://healthnet.com/COVID19">healthnet.com/COVID19</a>	Up to \$12 dollars per test

# COVID-19 Booster — Process and Communications

Blue Shield of California	Kaiser Permanente of California	UnitedHealthcare Non-Medicare	UnitedHealthcare Medicare
<p>Members who are fully vaccinated that have provided an email address and are registered with an online account will be sent an email when eligible for an additional dose of the vaccine.</p>	<p>Kaiser will continually update <a href="http://www.kp.org/covidvaccine">www.kp.org/covidvaccine</a> with information about vaccination eligibility, vaccine availability, scheduling options (including online), and locations where walk-in service is available.</p> <p>Members can also get the booster at no cost from any facility or large-scale vaccination site that has been approved as a COVID-19 vaccine provider by the state department of health.</p> <p>Kaiser encourages members to get the COVID-19 booster wherever there is availability — even outside of Kaiser Permanente. v</p>	<p>Providers will determine if eligible and members can utilize the COVID-19 vaccination resources on <a href="http://www.myuhc.com">www.myuhc.com</a> for vaccine locator and should review California specific eligibility on boosters.</p>	<p>Continued promotion online, through standard communications such as eNews and health planner, training of advocates to answer questions, help members schedule a vaccine and check booster eligibility, ongoing email series to encourage vaccine adoption (targeting unsure/unknown members), via multi-channel flu vaccination campaign, via continuous monitoring of member needs and CDC recommendations.</p>

# COVID-19 Health Plan Benefit Information

Benefit Topic	BSC as of 1/21/2022	Kaiser Non-Medicare as of 1/28/2022	Kaiser Medicare as of 1/28/2022	UHC Non-Medicare as of 1/31/2022	UHC Medicare as of 1/19/2022
<b>Early Rx Refills Available?</b>	Yes	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	At Pharmacist's discretion and may allow up to a 100-day supply (no end date on this)	Yes, through 1/20/2021	Yes, through 8/31/2020
<b>Tele-Medicine</b>	Via PCP: Copays waived Via Teladoc: No copay	No copay (no end date on this)	No copay (no end date on this)	COVID-19 related copays waived through 10/17/2021 Non-COVID-19 related copays waived through 9/30/2020	COVID-19 treatment related copays waived through 3/31/2021 COVID-19 testing related copays waived through the national public emergency
<b>Tele-Behavioral Health</b>	No copay	No copay (no end date on this)	No copay (no end date on this)	COVID-19 related copays waived through 1/20/2021 Non-COVID-19 related copays waived through 9/30/2020	COVID-19 related copays waived through 3/31/2021

# COVID-19 Health Plan Benefit Information (continued)

Benefit Topic	BSC as of 1/21/2022	Kaiser Non-Medicare as of 1/28/2022	Kaiser Medicare as of 1/28/2022	UHC Non-Medicare as of 1/31/2022	UHC Medicare as of 1/19/2022
<b>Testing/ Diagnostics</b>	Copays waived	Copays waived through the last day of the month following the end of the national public health emergency	Copays waived through last day of the month following the end of the national public health emergency.	Copays waived through 10/17/2021	Copays waived through the national public emergency
<b>Treatment</b>	Copays waived for treatment between 3/31/2020 – 2/28/2021	Copays waived through 7/31/21	Copays waived through 12/31/21	Copays waived through 4/29/2021 Out-of-Network waived through 10/22/2020	Copays waived through 3/31/2021
<b>Specialist and Primary Care</b>	If a member presents at a specialist office and receives testing or treatment with a COVID-19 diagnosis, there would be no member cost share for services	Copays waived through 7/31/21	Copays waived through 12/31/21	Pan deductible and coinsurance applies	Copays waived through 9/30/2020 for Specialist; through 12/31/2020 for Primary Care








# COVID-19 Health Plan Benefit Information (continued)

Benefit Topic	BSC as of 1/21/2022	Kaiser Non-Medicare as of 1/28/2022	Kaiser Medicare as of 1/28/2022	UHC Non-Medicare as of 1/31/2022	UHC Medicare as of 1/19/2022
Other	<a href="https://www.blueshieldca.com/coronavirus/your-coverage">https://www.blueshieldca.com/coronavirus/your-coverage</a>	<a href="https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information">https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information</a>	<a href="https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information">https://healthy.kaiserpermanente.org/northern-california/health-wellness/coronavirus-information</a>	Emotional support line available: <b>1-866-342-6892</b>  Sanvello: On-demand emotional support mobile app, free to members  <a href="https://www.uhc.com/health-and-wellness/health-topics/covid-19">https://www.uhc.com/health-and-wellness/health-topics/covid-19</a>	



# Enterprise Systems & Analytics Report

February 10, 2022

Project	Status	Key Accomplishments
Compliance: Cybersecurity / Disaster Preparedness / Regulatory		<ul style="list-style-type: none"> <li>HSS responded to the Apache Log4J vulnerability identified in December.</li> </ul>
VOIP telephony upgrade		<ul style="list-style-type: none"> <li>Test accounts created</li> <li>Member Services and Well-Being divisions testing their call routing</li> </ul>
Dependent Eligibility Verification Audit		<ul style="list-style-type: none"> <li>Generated frequency distributions identify population for the audit</li> <li>Audit will occur in 2022 but not with full end state automation</li> <li>Identifying and testing interim approaches to reduce manual effort and re-work</li> </ul>
Reporting / Auditing		<ul style="list-style-type: none"> <li>Created 2022 SFHSS Demographic report</li> <li>Provided enrollment information to Superior Court for budgeting</li> <li>Completed SB90 Program 197 data request</li> <li>Provided data for SFHSS annual report</li> </ul>
Social Determinants of Health (SDoH) / Data Measurement Plan		<ul style="list-style-type: none"> <li>Initiative pending alignment with strategic plan.</li> </ul>
Benefits Administration Systems		<ul style="list-style-type: none"> <li>Addressing issue with UHC Medical enrollment file</li> <li>Addressing issue with VSP enrollment file</li> <li>Met with SFUSD to assist in resolving issues with their SAP go-live</li> <li>Assisting Workterra to ensure correct termination of voluntary benefit deductions</li> </ul>
Year-End Processing		<ul style="list-style-type: none"> <li>1095C electronic filing with IRS underway</li> </ul>



On Schedule, Adequate Resources, Within Budget, Risks in Control



Potential issues with schedule /budget can be saved with corrective actions



Serious issues. Project most likely delayed or significant budget overrun

# Well-Being Monthly Report

Health Service Board Meeting | February 10, 2022

## Live, Feel, Be Better Campaign

Live, Feel, Be, Better (LFBB) helps support members overall wellbeing, through developing healthier habits in physical, social and mental wellness in ways that are meaningful to you.

### 3 Steps to Healthy Habits:

- **Get Started:** Take an assessment through your health provider or meet with your physician to get your annual physical exam
- **Set a Goal:** Get a healthy start to your year by creating a SMART goal for 2022
- **Get Support:** Access support through your SFHSS benefits

### Objective:

1. Provide a campaign that focuses is on whole person well-being – including Mental Health.
2. Encourage members to engage in each step to healthy habits
3. Increase member awareness of their well-being benefits available through their health provider and SFHSS.

**Target Audience:** All members

**Campaign Website:** <https://sfhss.org/lfbb2022>



## Live, Feel, Be Better Campaign Program Support

### Healthy Habits Program

- Maintaining healthy habits means making small changes that add up to big success

### Diabetes Prevention Program

- The program can help you make lifestyle changes to lose weight, improve health, and reduce your risk for type-2 diabetes

### Lifestyle Coaching Sessions

- Set a goal with a coach, discuss progress and challenges, and get help with motivation.

### Mental Health and Emotional Well-Being Resources

- [Employee Assistance Program](#) – Can help members face life's challenges at work and at home.
- [CredibleMind](#) – A self-help navigation platform to help support your mental, emotional and spiritual well-being

### Health Plan Benefits

- Access resources and programs that can help members with healthy living, mental health and emotional well-being.



## W@W Key-Player Virtual Training

### Health Literacy Overview and Well-Benefits - January 27<sup>th</sup>

#### Topics Covered:

- ✓ Health literacy and well-being
- ✓ Live, Feel, Be Better Campaign
- ✓ Health plan presentations on well-being benefits. *A special thank you to our health plan representatives from Blue Shield of CA HMO & PPO Accolade, Health Net CanopyCare, and Kaiser Permanente for participating.*

**Attendees:** 89 Champions and Department Leads for Well-Being

#### Training Goals:

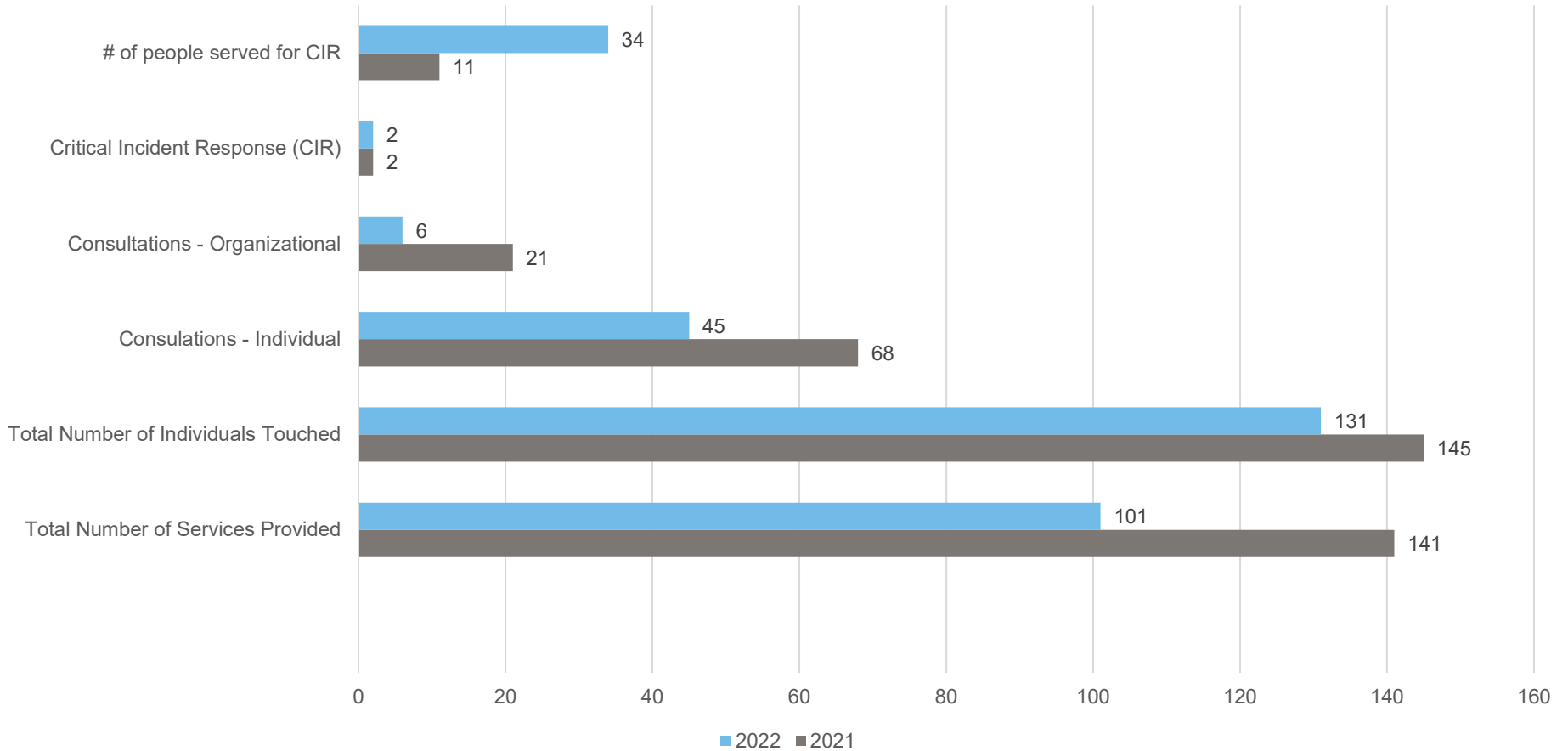
1. To provide an overview of health literacy and how to apply when communicating about health and well-being resources.
2. To promote the Live, Feel, Be Better campaign and supporting programs, such as Diabetes Prevention Program and Healthy Habits Program.
3. To raise awareness and increase knowledge of employee well-being benefits available from Blue Shield of CA HMO & PPO Accolade, Health Net CanopyCare, and Kaiser Permanente.



**WELL-BEING  
@WORK**

## SFHSS Internal EAP

Internal EAP: # of Services and # of People Served - January Compared Year over Year

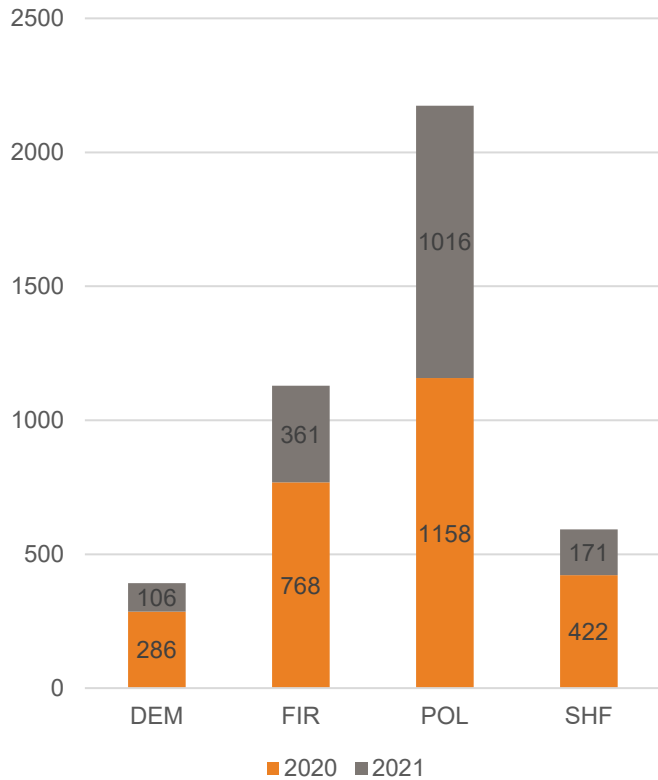


## Behavioral Health: Cordico Wellness App

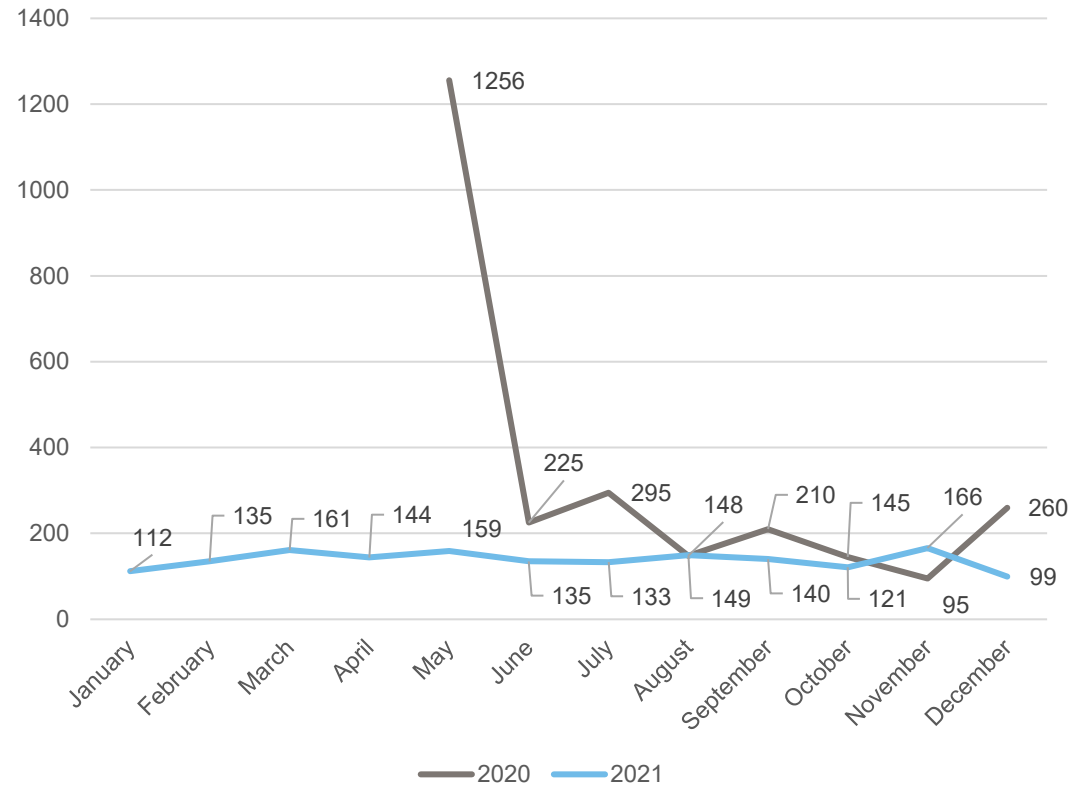
### Downloads

- Total since inception: 4,288

Downloads by Dept. by Year



Total Monthly Downloads by Year



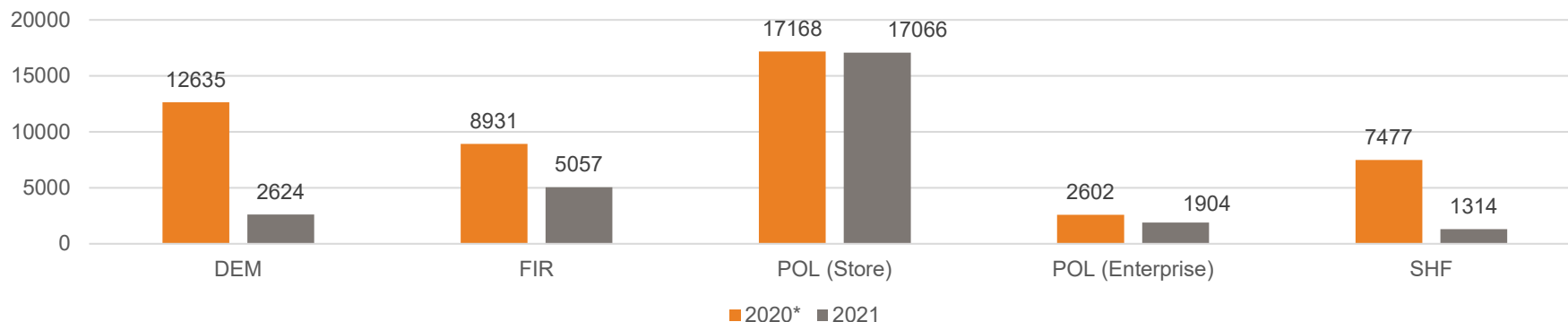


## Behavioral Health: Cordico Wellness App

### 2021 Top 5 Modules Clicks by Department

DEM	FIR	POL (Store)	POL (Enterprise)	SHF
<ul style="list-style-type: none"> <li>Wellness Toolkit – 830</li> <li>COVID-19 Resources – 405</li> <li>Self-Assessments – 171</li> <li>Fitness Benefits - 167</li> </ul>	<ul style="list-style-type: none"> <li>Behavioral Health Unit – 780</li> <li>Station Finder – 643</li> <li>SFFD Electronic cookbook – 594</li> <li>Notifications – 505</li> <li>Wellness Toolkit - 502</li> </ul>	<ul style="list-style-type: none"> <li>Behavioral Science unit (BSU) – 7096</li> <li>Psychological Clinician Finder – 2402</li> <li>Notifications – 2049</li> <li>COVID-19 Resources – 1426</li> <li>Your Employee Benefits - 1310</li> </ul>	<ul style="list-style-type: none"> <li>Behavioral Science unit (BSU) – 403</li> <li>Psychological Clinician Finder – 341</li> <li>SFPD Wellness Team – 190</li> <li>Sleep Sounds – 174</li> <li>Mental Health Benefits - 150</li> </ul>	<ul style="list-style-type: none"> <li>Peer Support – 261</li> <li>Find a Therapist – 146</li> <li>Messages – 142</li> <li>FRSN Therapist – 82</li> <li>Fitness Benefits - 73</li> </ul>

Total Module Clicks by Year



\*2020 Data represents 8 out of the 12 months due to implementation of the App starting in May of 2020