

DATE: September 8, 2022
TO: Randy Scott, President, Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: September 2022 Director's Report

SFHSS Remains Closed to the Public.

The September Health Service Board Meetings will be a hybrid in-person and virtual meeting according to City Administrator Guidance. This practice will be reconsidered every 30 days.

New Bivalent COVID-19 Boosters Approved:

The Centers for Disease Control and Prevention has endorsed the first updated COVID-19 booster shots - reformulated versions of the Moderna and Pfizer-BioNTech COVID-19 vaccines.

"The updated COVID-19 boosters are formulated to better protect against the most recently circulating COVID-19 variant," Walensky said in a written statement announcing the recommendation. If you are eligible, there is no bad time to get your COVID-19 booster and I strongly encourage you to receive it," Walensky said. The booster shots target both the original strain of the coronavirus and the omicron BA.4 and BA.5 subvariants that most people are catching now. This double-barreled vaccine is called a bivalent vaccine. The CDC advisers recommended that anyone age 12 and older get the new Pfizer-BioNTech boosters as authorized by the Food and Drug Administration. The updated Moderna COVID-19 vaccine is authorized for anyone 18 and older. In both cases, people would have to wait two months after completing their initial vaccination or their last booster shot. But many vaccine experts say it would be better to wait at least four months since the last shot or COVID infection, or the boosters won't work as well."

<https://www.npr.org/sections/health-shots/2022/09/01/1120560488/cdc-advisers-back-new-booster-shots-to-fight-omicron>

San Francisco COVID 19: (see attached slides)

SF's latest COVID-19 surge is waning and we prepare for future surges. As we have learned, COVID-19 will be with us for some time and may continue to present new challenges, so now is the time for San Franciscans to get prepared with vaccinations, rapid test kits, masks, and access to medical care. San Franciscans can be prepared for COVID-19 by knowing if they, or someone they love, are at high risk for severe illness and how to get COVID-19 medicines.

- <https://sf.gov/departments/department-public-health>
- [Test to Treat Information](#)

PBGH News: Sutter Health Settlement

California-based companies, government entities, and labor trusts will soon receive a payout resulting from the class action lawsuit against Sutter Health. PBGH continues to closely monitor proceedings associated with the case on behalf of our members. Below is the expected timeline, which includes updated information about the distribution of settlement dollars.

A few important highlights:

- Monday, August 22, 2022 the San Francisco Superior Court issued the order for settlement distribution to organizations that overpaid Sutter Health.
- Within 35 days the mailing or digital transfer of funds will be dispersed to approved class members.

Health Equity Update

The month of September uplifts both Childhood Obesity Awareness Month and Suicide Prevention Month. On a national level, there is a resounding call for improved access to mental health treatment and services. Ways to prevent obesity and promote healthy eating and physical activity are also at the forefront of education and awareness. In thinking about the complexity of these diseases it is pivotal to uplift the disparities that communities of color face to support health equity for all.

The Center for Disease Control and Prevention (CDC) reports that “veterans, people who live in rural areas, sexual and gender minorities, middle-aged adults, certain industries and occupations, people with disabilities, and tribal populations may disproportionately experience factors linked to suicide”¹. CDC has partnered with federal, national, state, territorial, tribal, and local leaders to develop a 2022 infographic, *Preventing Suicide Requires a Comprehensive Approach*². This resource provides guidance to healthcare systems and the public health sector to strengthen access to and delivery of suicide care for traditionally underserved populations that are most in need.

CDC also explains that the Social Determinants of Health – “conditions where we live, learn, work, and play - can make healthy eating and getting enough physical activity difficult if these conditions do not support health”. CDC uplifts the disproportional effect that obesity has on Hispanic and Black children with linkages to socioeconomic status as an indicator of health³. *Preventing Childhood Obesity: 4 Things Families Can Do* highlights that although obesity is a complex disease, there are actionable steps that parents and caregivers can take in partnership with their healthcare provider⁴.

Approaching health from an equity lens means removing barriers and ensuring that everyone has easy access to the care they need when they need it, regardless of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status. As we prepare to present our draft 2023-2025 Strategic Plan, SFHSS is aligning with leading health authorities to ensure that equity is engrained in the fabric of our mission, vision, values, and goals.

Reference: 1 – [CDC Disparities in Suicide: Some Groups are at Greater Risk](#)

Reference: 2 – [CDC infographic: Preventing Suicide Requires a Comprehensive Approach](#)

Reference: 3 – [CDC Childhood Obesity Facts: Prevalence of Childhood Obesity in the U.S.](#)

Reference: 4 – [CDC Preventing Childhood Obesity: 4 Things Families Can Do](#)

Strategic Planning

In alignment with our core value of inclusivity, the SFHSS Leadership Team has enhanced the strategic planning process through the engagement of Managers and Supervisors, each bringing diverse divisional perspectives in addition to their unique lived experiences as a part of our membership. Strategic Plan refresh exercises with this expanded Leadership Team reflected on the current and future state of our Mission, Vision, Values, Strategic Goals, and Objectives. Through a series of internal workshops and discussions, these interdivisional staff gleaned perspectives around Objectives and Key Results (OKR), a collaborative goal-setting methodology used by teams to set challenging, ambitious goals with measurable results. All staff will meet again regarding the Strategic Plan on September 29, 2022, in an all-day off-site retreat.

For today’s presentation, Senior Health Program Planner Leticia Harris will provide a high-level overview of the SFHSS strategic planning process, with the draft 2023-2025 Mission, Vision, Values, Strategic Goals, Objectives, and Key Results. This presentation aims to seek

collaborative input and endorsement from the Health Service Board. The Strategic Plan draft is presented in PowerPoint format and will be transferred into a narrative format that is currently under development for final presentation to the HSB at the November 2022 meeting.

Firefighter Mental Health and Substance Use Disorder Treatment

SFHSS is pleased to announce that Kaiser Permanente and Blue Shield of California (Health Net is pending) have made contractual arrangements for eligible firefighters to receive authorized treatment at the IAFF Substance Use Treatment Center as part of their respective networks. Our communications team is working to develop informational materials that will instruct members on how to gain access to these services.

Expanded Mental Health Employee Assistance Services for Police, Fire, and Sheriffs:

SFHSS led the public safety departments through a vendor selection process and is pleased to announce the selection of Mental Health Network (MHN), a market leader in providing mental health services for public safety employees and their families. The transition to the new vendor commences on October 1st. Department Heads have appointed leads from each department to assist with this transition. SFHSS is most grateful to those leads, the CFOS, and the Department Heads for their ongoing commitment to the mental health and wellbeing of their employees.

Mental Health Vendor Summit

SFHSS is planning to host a mental health vendor summit within the next few months to bring together all the health plans, their vendors, and others to define and develop pathways to mental health and well-being for all of our members.

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: September 2022

PERSONNEL

Resignation:

- 1210 Benefits Analyst EmilyMay Lee – last day 9/16/2022

Recruitments:

- 2595 Senior Employee Assistance Counselor
- 2593 Health Program Coordinator III
- 1210 Benefit Analyst
- 1209 Benefits Technician
- 0923 Communication Manager: Temporary position posted for the public link.

OPERATIONS UPDATE

All HSS Divisions have been assisting the San Francisco Unified School District (SFUSD) in reconciliation efforts to ensure that affected SFUSD members are accurately enrolled in their selected health plans.

MEMBER SERVICES:

- 3,606 member calls were received
- Virtual member consultations continue--187 consultations were conducted (111 for Retirees, 28 for New Hires, and 48 for family status changes)
- Staff presented at the August New Employee Orientation hosted by DHR with 67 attendees.

- The Dependent Eligibility Verification Audit (DEVA) Pilot is now complete. The appeal period will last from September 1 through October 31.
- Preparation for Open Enrollment continues:
 - Staff completed the National Change of Address (NCOA) Audit and is preparing to support in reviewing and finalizing the various OE letters.
 - Staff trainings are being developed to provide the knowledge, resources, and tools they will need to complete their Open Enrollment-related tasks successfully.
 - Member Services will be participating in eight open enrollment Health Fairs, including Hetch Hetchy and San Francisco International Airport. In addition, staff will be facilitating a benefits presentation at San Francisco Unified School District's BenefitCon.

COMMUNICATIONS:

- Conducted final proofing of all Open Enrollment communication materials for print vendor
- Developed Open Enrollment webinar schedule and instructions for HSS carrier partners
- Helped in the design of Suicide Prevention Month materials for the Well-Being division
- Designed Hispanic Heritage Month materials for September
- Supported the Well-Being division on a communications plan for the new MHN EAP for First Responders and IAFF Center of Excellence access through the health benefits for firefighters.

ENTERPRISE SYSTEMS & ANALYTICS:

- Configured PeopleSoft for 2023 benefit changes (Open Enrollment and MOU)
- Developing HIPAA Enrollment files to transmit to UnitedHealthcare for the new EPO plans for Split Families
- Made modification to eBenefits to reflect plan year changes
- Completed detail rate calculations for the 2023 plan year
- Delivered the member data file with specific plan enrollment details to the print vendor one week ahead of schedule.

FINANCE AND BUDGET

Audit

- MGO audit. Completed final FYE 2022 close. Continuing documents requested by auditors.
- Controller audit in the final phase.

Rate and Benefits and Open Enrollment

- Providing rates for open enrollment communication.

FYE 2022 Close

- Completed budget carryforward funding for committed expenditures.

CONTRACTS

- Executed the 3rd Amendment to Agreement with YMCA for the Diabetes Prevention Program
- Executed third party billing arrangement with Workterra
- Performing active review of all 2023 Medical, Dental, Vision, Life/LTD Plan materials
- Executed nondisclosure agreement with Hyland for SOC2 report

WELL-BEING (see attached slides)

- Solidified 24 flu clinics and 10 in-person benefit/health fairs
- September – Suicide prevention month: developed a dedicated blog, scheduled a suicide prevention webinar, and partnered with first responder departments for specific messaging and dedicated webinars for each.
- Initiated kick-off meeting with MHN for the enhanced first responder EAP services

Attachments:

1. COVID-19 Updates
2. Aon NewsBrief
3. Well-Being Slides

San Francisco Health Service System Health Service Board

COVID-19 Update

September 8, 2022

SFHSS Specific Data — Vaccines & Boosters

Per the CDC, the definition of fully vaccinated does not include a booster. Completion of primary series depends on which vaccine you received. To check if you should receive additional boosters, visit: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/booster-shot.html>

Test Categories	Blue Shield of California as of 8/30	Health Net As of 8/19	Kaiser Permanente of California		UnitedHealthcare	
			Non-Medicare as of 8/21	Medicare as of 8/21	Non-Medicare as of 8/30	Medicare ^[1] as of 8/10
Primary Series Partial	1,557	17	747	58	509	— [2]
Primary Series Fully	28,552	277	47,011	13,205	769	14,711
Total	30,109	294	47,758	13,263	1,278	— [2]
Booster	20,499	249	35,418	11,877	670	11,947
Total Members	34,941	359	52,041	13,795	3,200	17,352

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

[2] UHC Medicare is no longer tracking "Partial", as these members are considered Unvaccinated.

SFHSS Specific Data — Hospitalizations

	Blue Shield of California	Health Net	Kaiser Permanente of California		UnitedHealthcare	
			Non-Medicare as of 6/30*	Medicare	Non-Medicare	Medicare
Hospitalization Cases	186	0	162	Not Available	301	301
In ICU	Not Available	N/A	35	Not Available	10	69
w/ a Ventilator	Not Available	N/A	Not Available	Not Available	4	30
Total Members	35,977	359	52,041	13,795	3,200	17,352

Data is from March 2020 to July 2022

**Report generated 8/3/22 and data through 6/30/22*

CDC recommends seeking treatment within 5 days of the onset of symptoms.

SFHSS Specific Data — COVID-19 Antiviral Treatments

Anyone who has tested positive for COVID and is at high risk for a serious case should immediately contact a health care provider and ask for one of the antiviral drug treatments available, which must be taken at the onset of COVID symptoms

Eligible individuals for treatment include:

- Tested positive for COVID
 - Unvaccinated or haven't had a booster shot
 - Pregnant women
 - People at least 65 years old
 - Anyone with a medical condition who are at high risk for serious illness
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- For more information contact your health care provider
 - Call the City's COVID resource center at 628-652-2700
 - Or visit <https://covid-19-test-to-treat-locator-dhhs.hub.arcgis.com/> to find a location that offers the treatments

Source: "S.F. health officials turned away thousands of life-saving COVID pills, now plead with public to use them", sfchronicle.com, April 6, 2022

SFHSS Specific Data — COVID Home Test Kits Reimbursements

Blue Shield of California	Health Net	Kaiser Permanente of California
6,755 Test kits dispensed	22 Test kits dispensed	Not available yet
UnitedHealthcare Non-Medicare	UnitedHealthcare Medicare*	
Not available yet	1,028 Test kits dispensed	

Data is from January 15 to July 2022.

*UHC Medicare – as of April 4, 2022, COVID Home Test Kits will be covered by Medicare, <https://www.cms.gov/newsroom/fact-sheets/medicare-covers-over-counter-covid-19-tests>

SFHSS Specific Data — COVID Home Test Kits (as of 8/30/2022)

On January 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 or your carrier website.

Carrier	Carrier Website for More Information on How to Submit for Reimbursement	Additional Notes
Blue Shield of California	https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/Sites_Content_EN/coronavirus/coverage-testing	No \$ cap on tests
Kaiser Permanente (Non-Medicare)	kp.org/coronavirus	Up to \$12 per test including shipping & sales tax
Kaiser Permanente (Medicare)	kp.org/coronavirus	Up to \$12 per test including shipping and sales tax
UnitedHealthCare (Non-Medicare)	myuhc.com	Up to 8 test available at no cost through myuhc.com — OptumRX Store
UnitedHealthCare (Medicare)	https://retiree.uhc.com/main/covid-19-update	Free at CMS participating pharmacies; member must provide red, white & blue Medicare card
Health Net	healthnet.com/COVID19	Up to \$12 dollars per test

NEWS BRIEF

Provided by: Aon

FDA Authorizes COVID-19 Boosters Targeting Omicron Variants

On Aug. 31, 2022, the Food and Drug Administration (FDA) [authorized](#) updated COVID-19 booster shots from Moderna and Pfizer-BioNTech that target the dominant BA.4 and highly contagious BA.5 coronavirus Omicron subvariants. Both modified vaccines still target the original coronavirus strain.

The FDA authorized the Pfizer-BioNTech modified booster for people age 12 and older and the Moderna shot for those age 18 and older. According to the FDA, individuals who have completed their primary vaccination series at least two months prior are eligible for the updated shots.

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“As we head into fall and begin to spend more time indoors, we strongly encourage anyone who is eligible to consider receiving a booster dose with a bivalent COVID-19 vaccine to provide better protection against currently circulating variants.”

- FDA Commissioner Robert M. Califf, M.D.

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Health officials expect the updated boosters to provide increased protection against the BA.5 Omicron subvariant. According to the Centers for Disease Control and Prevention (CDC), BA.5 makes up nearly 90% of all [new COVID-19 cases](#) in the country.

Experts have said the updated vaccines will help protect older people and those who are immunocompromised.

What's Next?

The government has already started working on the fall rollout, which could begin in the next few days after the CDC's outside expert panel meets to make a final recommendation.

Pfizer-BioNTech has some doses ready to ship immediately and said it could deliver up to 15 million doses by Sept. 9. Additionally, the U.S. government has secured 105 million doses of Pfizer-BioNTech's updated shots and 66 million doses of Moderna's booster to help ward off a likely surge in COVID-19 infections as schools resume and Americans spend more time indoors.

As fall begins, health experts continue to emphasize the importance of [staying up to date](#) with COVID-19 vaccines and boosters. Individuals interested in learning more about COVID-19 booster shots should speak with their primary care provider.



Well-Being Monthly Report

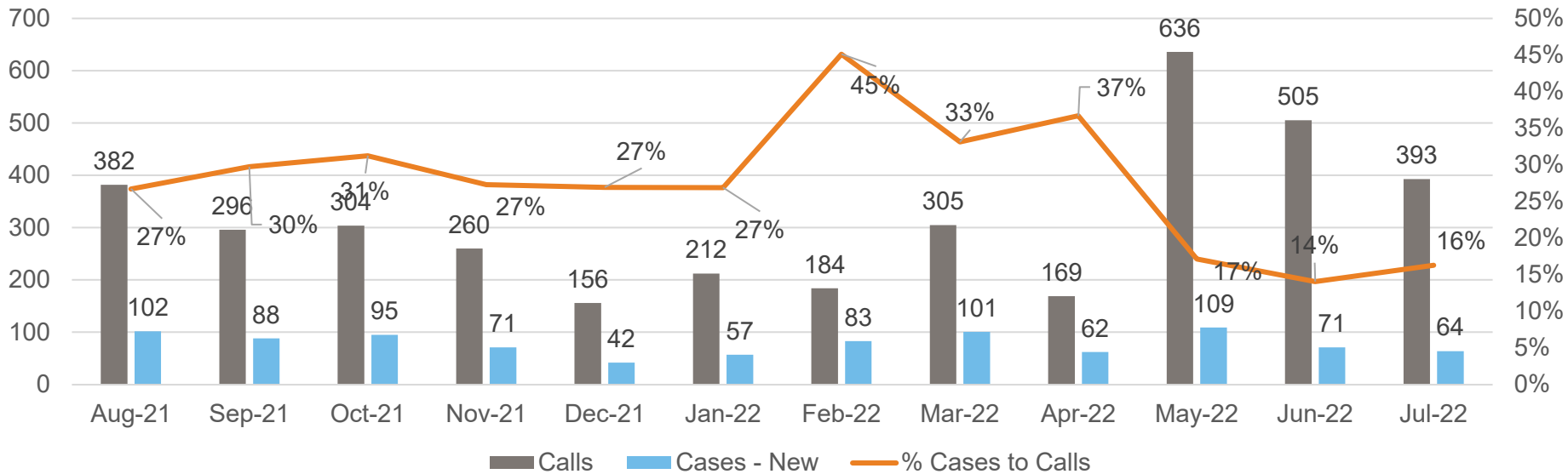
Health Service Board Meeting | September 8, 2022

Calls/Cases: Internal & External EAP

July Highlights:

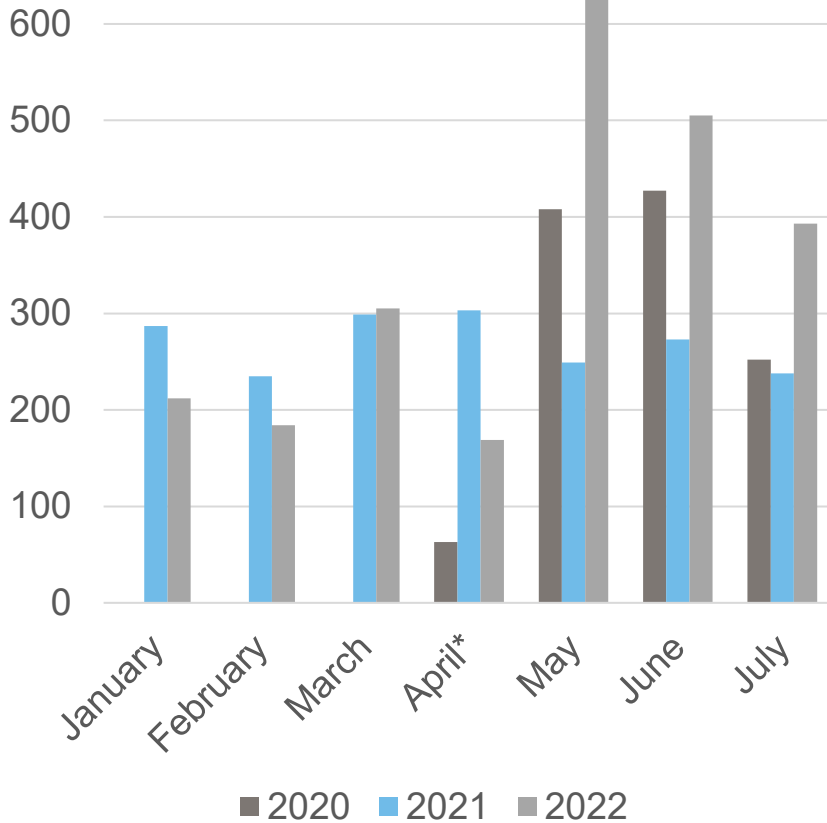
- **Calls**
 - Compared to July 2021: 65% increase in calls
 - Down -26% compared to June 2022
- **Cases**
 - Compared to July 2021: -21% decrease in cases
 - Up - 2% compared to June 2022

External 24/7 EAP + SFHSS Internal EAP:
Total Number of Calls, Cases and % Cases Over a 12 Month Period



SFHSS EAP (Internal and External): Year Over Year

Call Volume



New Cases

