

Open Enrollment, Health Fair, and Flu Clinic Plans for 2022 (Plan Year 2023)



September 8, 2022

Topics of Discussion

- Changes for Plan Year 2023
- Overview of Communications to Members
- Transition of Split Medicare Families from Blue Shield to UHC
- Member Services Availability
- Health Fair and Flu Shot Clinic Schedule

Changes Incorporated in OE Communications

- **In-Person Open Enrollment Health Fairs** are back!
- **Health Net CanopyCare HMO**
 - Reduced Premiums
 - Expanded service to Napa/Sonoma counties with Providence joining the Canopy Health network and added Seton Medical to their network
 - Focus on differentiators like Alliance Referral Program, Zuckerberg Birthing Center
- **Kaiser Permanente**
 - New Care Essentials Clinic located at the Salesforce Transit Center
 - Kaiser Permanente Senior Advantage (California) Out-of-pocket Maximum has been reduced to \$1,000 individual/\$2,000 family, from \$1,500 individual/\$3,000 family.

Changes Incorporated in OE Communications – cont.

- **VSP**
 - **Walmart Vision and Sam's Club Vision** are now in-network providers, with a frame allowance of \$80 for the Basic plan and \$165 for the Premier plan
 - **VSP LightCare Program** allows members who do not require prescription eyewear to use their frame and lens benefit toward the purchase of ready-made non-prescription sunglasses or blue light filtering glasses. This benefit is available to both VSP Basic and Premier plans
 - **VDT** now includes anti-reflective and UV coating covered in full
- **Delta Dental PPO**
 - For Active employees, diagnostic and preventative(D&P) services no longer count against the \$2,500 annual maximum
 - For Retirees, the plan deductible for Premier network and non-contracted dentists has been reduced to \$50 individual/\$100 family, from \$75 individual/\$150 family
 - For Retirees, the coverage level from Premier network dentist coinsurance for Diagnostic & Preventive services has increased to 100%, from 80%

Changes Incorporated in OE Communications – cont.

- **UnitedHealthcare Medicare Advantage PPO**
 - **Personal Emergency Response System (PERS)** is a personal device offered through LifeLine which instantly connects the member to emergency responders in the case of a personal emergency.
 - **Healthy at Home-** This program replaces the post-discharge meal delivery and post discharge transportation benefit which were available singularly. The Healthy at Home Program offers post-discharge meal delivery, post-discharge transportation, and post-discharge personal care benefits, together as a grouping. Coverage for Personal Care benefits, like companionship, assistance with bathing, ect., are unique as these types of services are standardly excluded from most health plans
 - **Renew Active** will be replacing Silver Sneakers. Renew Active provides similar benefits as silver sneakers, like that of Fitness Gym Membership Programs as well as other benefits
 - **Rally Coach Programs** have been included, which focus on weight loss, diabetes prevention, and nicotine cessation

Changes Incorporated in OE Communications – cont.

- **Flexible Spending Plans**
 - **Healthcare FSA** has increased to \$2,850, from \$2,750
 - **Healthcare FSA Carryover** amount has increased to \$570, from \$550
- **Employer Paid Long Term Disability and Group Term Life Insurance**
 - **Employer-paid Long-term Disability insurance** for EE, EE+1, and EE+2 has been added for MEA Miscellaneous, Unrepresented Managers, Elected Officials, Unrepresented Contract Employees, Board of Supervisors, SFMTA Individual Contract, Law Librarian & Assistant
 - **Employer-paid Group Term Life insurance** for Superior Court MEA has increased to \$150,000, from \$50,0000

Open Enrollment Mailings

- **76,098 OE Packets will be Mailed to Members**
 - 31,656 – CCSF/Courts
 - 1,131 – Community College
 - 244 – Commissioners
 - 1,479 – Municipal Executives Association
 - 7,695 – SFUSD
 - 7,953 – Non-Medicare Retirees
 - 25,940 – Medicare Retirees

2023 PY Open Enrollment Booklets

HEALTH BENEFITS OPEN ENROLLMENT
OCTOBER 3-31, 2022

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 the new 2023 rates. Review your Healthcare and Dependent Care FSA needs. **If you have no changes to your existing elections, you do not need to take any further action.**

Do you have any changes you want to make?

- IF YES:** go to **Steps 2 through 8** on how to make changes to your medical, dental, vision elections and enroll in a Healthcare and/or Dependent Care FSA.
- IF NO:** please continue to **Step 3** if you would like to add or drop dependents. Otherwise, no further action is required. Please proceed to **Step 9**.

STEP 2: Making changes to your vision benefits.

- Review the vision benefit 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.
- In eBenefits,** complete the **Enroll in a Vision Premier Plan** page.

STEP 3: Review dependent eligibility rules online at sfs.org/eligibility-rules and the dependents listed in your Open Enrollment letter. Do you need to add or drop a dependent?

- IF NO,** and you have no changes to your benefit elections then you have no further actions to take.
- IF YES,** complete the **Review Dependents** page in **eBenefits** to add dependents or modify existing dependents.
- Submit copies of supporting documents. New dependents have supporting documentation submitted with their elections in order to be enrolled (e.g. birth certificate, certified marriage certificate).

STEP 4: Making changes to your health plan benefits.

- Review the service areas of the medical plans available online at sfs.org/choices-services-areas.
- Review coverage details on pages 4 and 5.
- Review the rates for available plans in your area on page 9 of your enclosed Open Enrollment letter.
- In eBenefits,** complete the **Choose a Medical Plan** page.

STEP 5: Are you making changes to your health plan benefits?

- IF YES,** review the service areas of the medical plans available to you online at sfs.org/choices-services-areas.
- Review coverage details on pages 4 and 5.
- Review the rates for available plans in your area on pages 10 to 12.
- In eBenefits,** complete the **Choose a Medical Plan** page.

STEP 6: Are you making changes to your dental benefits?

- IF YES,** review the dental benefit 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.
- In eBenefits,** complete the **Enroll in a Vision Premier Plan** page.

STEP 7: Enroll online using **eBenefits**. Refer to the enclosed self-service instructions attached to your letter or go to sfs.org/eBenefits to get started. Be sure to click **Save and Continue** through each screen. You must click **Submit** at the end in order to complete your enrollment. Otherwise your elections will not be recorded.

If you are unable to enroll online, download an Open Enrollment Application form and return your form and documentation by fax or mail to SFHSS. Our mailing address is: **1145 Market Street, 3rd Floor, San Francisco, CA 94103** or fax to **(628) 652-4701**. To download an Open Enrollment Application form, visit sfs.org/2023

STEP 8: You'll receive your Confirmation Statement in the mail from SFHSS in December.

Open Enrollment changes take effect **January 1, 2023**. In order to serve as many members as possible, we are providing consultations by telephone only. For HELP, call SFHSS at (628) 652-4700 or visit sfs.org. Our telephone hours are Monday, Tuesday, Wednesday and Friday from 9am to 12pm and 1pm to 5pm and Thursday from 10am to 12pm and 1pm to 5pm.

The Open Enrollment deadline is October 31, 2022, 5:00pm, PST.

HEALTH BENEFITS OPEN ENROLLMENT
OCTOBER 3-31, 2022

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 the new 2023 rates. Review your Healthcare and Dependent Care FSA needs. **If you have no changes to your existing elections, you do not need to take any further action.**

Do you have any changes you want to make?

- IF YES:** go to **Steps 2 through 8** on how to make changes to your medical, dental, vision elections and enroll in a Healthcare and/or Dependent Care FSA.
- IF NO:** please proceed to **Step 3** if you would like to add or drop dependents. Otherwise, no further action is required. Please proceed to **Step 9**.

STEP 2: Making changes to your vision benefits.

- Review the vision benefit 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.
- In eBenefits,** complete the **Enroll in a Vision Premier Plan** page.

STEP 3: Review dependent eligibility rules online at sfs.org/eligibility-rules and the dependents listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- IF YES,** review the Self-Service online enrollment instructions attached to the enclosed letter to make your changes online using **eBenefits**.
- Save and continue through all the screens and confirm at the end to submit your changes.
- Submit copies of supporting documents. New dependents must have supporting documentation submitted with their elections in order to be enrolled (e.g. birth certificate, certified marriage certificate).

STEP 4: Are you making changes to your health plan benefits?

- IF YES,** review the service areas of the medical plans available to you online at sfs.org/choices-services-areas.
- Review coverage details on pages 4 and 5.
- Review the rates for available plans in your area on page 9 of your enclosed Open Enrollment letter.
- In eBenefits,** complete the **Choose a Medical Plan** page.

STEP 5: Are you making changes to your dental benefits?

- IF YES,** review the dental benefit 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.
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HEALTH BENEFITS OPEN ENROLLMENT
OCTOBER 3-31, 2022

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. To see your rates for 2023 and make your elections online using **eBenefits**, go to **Step 5** to learn how to create a new account.

Do you have any changes you want to make?

- IF YES:** go to **Steps 2 through 8** on how to make changes.
- IF NO,** please continue to **Step 2**.

STEP 2: Review dependent eligibility rules online at sfs.org/eligibility-rules and the dependents listed in your enclosed Open Enrollment letter. Do you need to add or drop a dependent?

- IF YES,** review the Self-Service online enrollment instructions attached to the enclosed letter to make your changes online using **eBenefits**.
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HEALTH BENEFITS OPEN ENROLLMENT
OCTOBER 3-31, 2022

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

Step-by-Step Open Enrollment Guide

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HEALTH BENEFITS OPEN ENROLLMENT
OCTOBER 3-31, 2022

SAN FRANCISCO HEALTH SERVICE SYSTEM
Retirees

Step-by-Step Open Enrollment Guide

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- IF YES,** review the Self-Service online enrollment instructions attached to the enclosed letter to make your changes online using **eBenefits**.
- Save and continue through all the screens and confirm at the end to submit your changes.
- Submit copies of supporting documents. New dependents must have supporting documentation submitted with their elections in order to be enrolled (e.g. birth certificate, certified marriage certificate).

STEP 3: Are you or your dependent approaching age 65 and about to become Medicare-eligible?

- IF YES,** and you are not yet enrolled in Medicare, you must enroll through the Social Security Administration online at ssa.gov or by calling **(800) 772-1213**.
- IF NO,** be sure to apply for Medicare Part A & B three months prior your 65th birthday.
- Proof of enrollment in Medicare Part A & B is required to maintain your SFHSS benefits. Review Medicare Basics and FAQs on page 4.
- Submit proof of Medicare enrollment by mailing a copy of your Medicare card and letter to SFHSS.

STEP 4: Are you making changes to your health plan benefits?

- IF YES,** review the service areas of the medical plans available to you. Non-Medicare retirees, go to page 6. Retirees with Medicare, go to page 7.
- IF NO,** proceed to **Step 5**.

STEP 5: Next, review the medical plan benefits. Retirees without Medicare go to pages 8 to 11. Retirees with Medicare go to pages 12 to 15.

STEP 6: Review your rates on the back of your enclosed Open Enrollment letter.

In eBenefits, complete the **Choose a Medical Plan** page.

The Open Enrollment deadline is October 31, 2022, 5:00pm, PST.

HEALTH BENEFITS OPEN ENROLLMENT
OCTOBER 3-31, 2022

SAN FRANCISCO HEALTH SERVICE SYSTEM
Retirees

Step-by-Step Open Enrollment Guide

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HEALTH BENEFITS OPEN ENROLLMENT
OCTOBER 3-31, 2022

SAN FRANCISCO HEALTH SERVICE SYSTEM
Retirees

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21 Different OE Letters and Self-Service Instructions

SAN FRANCISCO HEALTH SERVICE SYSTEM

September xx, 2022

<<Name Display>> <<Dept.>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Postal>>

OPEN ENROLLMENT STATEMENT Employee ID: <<EmpId>>

STOP IF YOU WOULD LIKE A FLEXIBLE SPENDING ACCOUNT IN 2023, YOU MUST RE-ENROLL DURING OPEN ENROLLMENT. PLEASE READ THIS LETTER AND REVIEW THE STEP-BY-STEP GUIDE IN THE BOOKLET. NEW HEALTH PLANS INSIDE!

Welcome to San Francisco Health Service System's Open Enrollment! Use the enclosed **step-by-step guide** to help you navigate your benefits and any changes you want to make. If you plan to keep your same benefits, you do not need to take further action.

If you currently have an FSA, your election will not extend into next year. All current FSA elections will expire on December 31, 2022. If you would like an FSA in 2023, you must re-enroll in a new FSA during the current Open Enrollment period.

2023 Healthcare FSA balances between \$10 and \$570 will automatically carryover and be available for expenses in 2024. There are no rollovers for Dependent Care Assistance FSAs. FSAs can save you money at any income level.

YOUR CURRENT ENROLLMENT			
Individual(s) Enrolled	Medical Plan	Dental Plan	Vision Plan
Member: <<Name Display>>	<<Medical_Plan>>	<<Dental_Plan>>	<<Vis_BuyUp_Plan>>
<<Dep_Coverage>>			
<<DepNAME1>>	<<Dep_MedPlan1>>	<<Dep_DenPlan1>>	<<DEP_VBUYUP_PLAN1>>
<<DepNAME2>>	<<Dep_MedPlan2>>	<<Dep_DenPlan2>>	<<DEP_VBUYUP_PLAN2>>
<<DepNAME3>>	<<Dep_MedPlan3>>	<<Dep_DenPlan3>>	<<DEP_VBUYUP_PLAN3>>
<<DepNAME4>>	<<Dep_MedPlan4>>	<<Dep_DenPlan4>>	<<DEP_VBUYUP_PLAN4>>
<<DepNAME5>>	<<Dep_MedPlan5>>	<<Dep_DenPlan5>>	<<DEP_VBUYUP_PLAN5>>
<<DepNAME6>>	<<Dep_MedPlan6>>	<<Dep_DenPlan6>>	<<DEP_VBUYUP_PLAN6>>
<<DepNAME7>>	<<Dep_MedPlan7>>	<<Dep_DenPlan7>>	<<DEP_VBUYUP_PLAN7>>
<<DepNAME8>>	<<Dep_MedPlan8>>	<<Dep_DenPlan8>>	<<DEP_VBUYUP_PLAN8>>
<<DepNAME9>>	<<Dep_MedPlan9>>	<<Dep_DenPlan9>>	<<DEP_VBUYUP_PLAN9>>
<<DepNAME10>>	<<Dep_MedPlan10>>	<<Dep_DenPlan10>>	<<DEP_VBUYUP_PLAN10>>

In order to serve as many members as possible, we are providing consultations by telephone only. For help, call Member Services at (628) 652-4700 or visit sfhss.org. Telephone hours are Monday, Tuesday, Wednesday, and Friday 9am to 12pm and 1pm to 5pm and Thursday 10am to 12pm to 5pm. Visit sfhss.org/oe2023 for downloadable plan documents and Benefits Guides. Open Enrollment ends on Monday, October 31, 2022 at 5pm PST.

Please see reverse side for more information. CSF1-Ltr1

HEALTH BENEFITS OPEN ENROLLMENT
OCTOBER 3-31, 2022

THE SHIELD OF CALIFORNIA PPO

Employer: You Pay
SP#1 <<BLSPEE_Emp>>
SP#2 <<BLSG+1_Emp>>
SP#3 <<BLSG+2_Emp>>

RE DENTAL DHMO

You Pay
<<UHCDEF_Emp>>
<<UHCDF+1_Emp>>
<<UHCDF+2_Emp>>

Getting Started

Welcome to eBenefits Online Open Enrollment

If you will not be making any changes to existing benefit elections for you or your dependents AND do not wish to enroll or re-enroll in a Healthcare or Dependent Care Assistance Flexible Spending Account (FSA), there is no need to take further action.


Welcome to **eBenefits**, our online benefits system, designed to provide you with a secure, fast and convenient enrollment experience.

You can use your computer, tablet, or smart phone to access **eBenefits** at any time during **Open Enrollment** between **October 3-31, 2022**.

To get started, go to the **City and County of San Francisco's Employee Portal** from <https://myapps.sfgov.org>

Use one of the following Internet browsers: *Chrome, Safari, Firefox* or *Microsoft Edge*. Please note that *Internet Explorer* is not supported by **eBenefits**.

GETTING STARTED

- Click on the SF employee portal tile  from the **myapps** dashboard: <https://myapps.sfgov.org>
- Click on the **Open Enrollment link** from the Alerts tab on the SF Employee Portal page.
- Once in **eBenefits**, be sure to click **Save and Continue** through each screen. You must click **Submit** at the end of the process in order to complete your enrollment otherwise your elections will not be recorded.
- Enter your elections and submit your choices by **5:00pm PST on October 31, 2022**. If you are adding new dependents, you will need to submit supporting documentation, which can be uploaded in **eBenefits**.

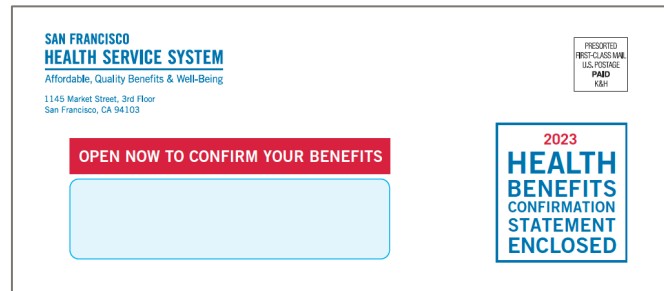
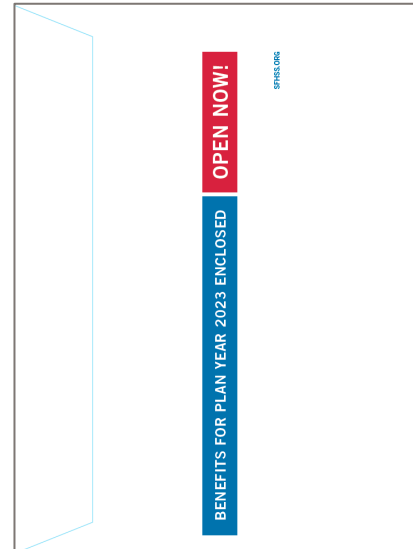
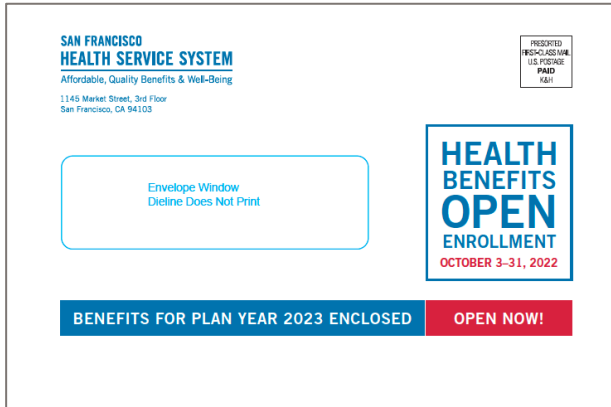
CSF-SS-Instructions

ENROLL IN OPEN ENROLLMENT BENEFITS ONLINE
OCTOBER 3-31, 2022

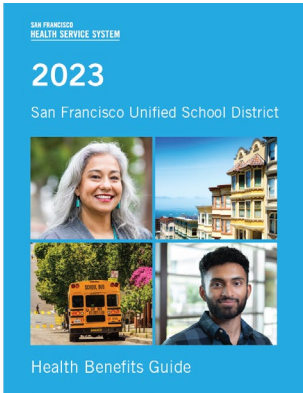
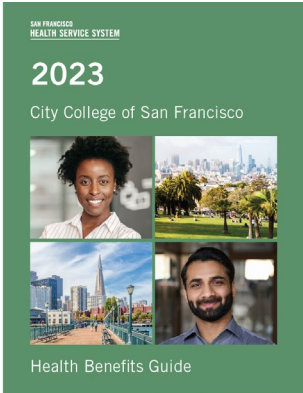
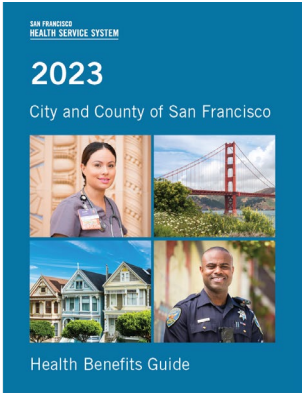
1145 Market St., 3rd Fl., San Francisco, CA 94103 | Phone: (628) 652-4700 or (800) 541-2266 | Fax: (628) 652-4701 | sfhss.org

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4 Different OE Envelopes 6x9 – Actives & 9x12 – Retirees



2023 Plan Year Health Benefits Guides



6 Weekly OE Emails Starting Last Week of September

The screenshot shows a web browser window with the URL sfhss.org/sign-e-news. The page header includes the San Francisco Health Service System logo and navigation links: About Us, FAQ, Board, Calendar, eNews, Address Change, and Contact Us. Below the header is a secondary navigation bar with links for Your Benefit Plans, Enrolling & Making Changes, Using Your Benefits, EAP, and Well-Being. The main content area features a breadcrumb trail: Home > Register For The SFHSS Newsletter Today! The primary heading is "Register for the SFHSS newsletter Today!". Below this is a registration form with the following fields: Email (required), First name, Last name, and Emplid. A CAPTCHA widget is present below the form fields. A "SUBMIT" button is located at the bottom of the form.

Subject: Open Enrollment is Here!
Date: Monday, October 10:36:22 AM Pacific Daylight Time
From: HSS Communications (HSS)
To: [Redacted]



Open Enrollment is here!

Get started by visiting sfhss.org/oe2023 to learn about your benefits, [webinars](#), Health Plan Office Hours, Benefits Guides, Rates, Plan Documents, and Enrollment Forms.

OE Website

Open Enrollment for Plan Year 2023 webpages will launch soon.



The screenshot shows a web browser window with the URL sfhss.org/open-enrollment-october. The page features a blue header with the San Francisco Health Service System logo and navigation links: About Us, FAQ, Board, Calendar, eNews, Address Change, and Contact Us. Below the header is a secondary navigation bar with links: Your Benefit Plans, Enrolling & Making Changes, Using Your Benefits, EAP, and Well-Being. The main content area has a large blue banner with the text "Open Enrollment for Plan Year 2023" and a graphic that says "HEALTH BENEFITS OPEN ENROLLMENT OCTOBER 3-31, 2022". Below the banner, there is a paragraph explaining that Open Enrollment is an annual opportunity for members to make changes to their health benefits. It also mentions *Qualifying Life Events* as exceptions. A final paragraph notes that members should keep their mailing address updated and provides a link to a "Change of Address" form.

Open Enrollment is when all San Francisco Health Service System members can make changes to their health benefits enrollment. The Open Enrollment period takes place each year during the month of October and is an opportunity for members to learn about important new benefits available as well as changes to existing Plans that may require attention or review.

As a general rule, members can only make changes to their health benefits enrollment during the annual Open Enrollment period. There are however, *Qualifying Life Events*, that allow members to make changes to existing benefits or enroll in new benefits outside of the Open Enrollment period.

Every September SFHSS mails out Open Enrollment packets to members containing information about benefits, rates and new offerings so be sure to keep SFHSS updated with your *current mailing address*. An easy and convenient way to update your mailing address is to submit a *Change of Address* form using the button below.

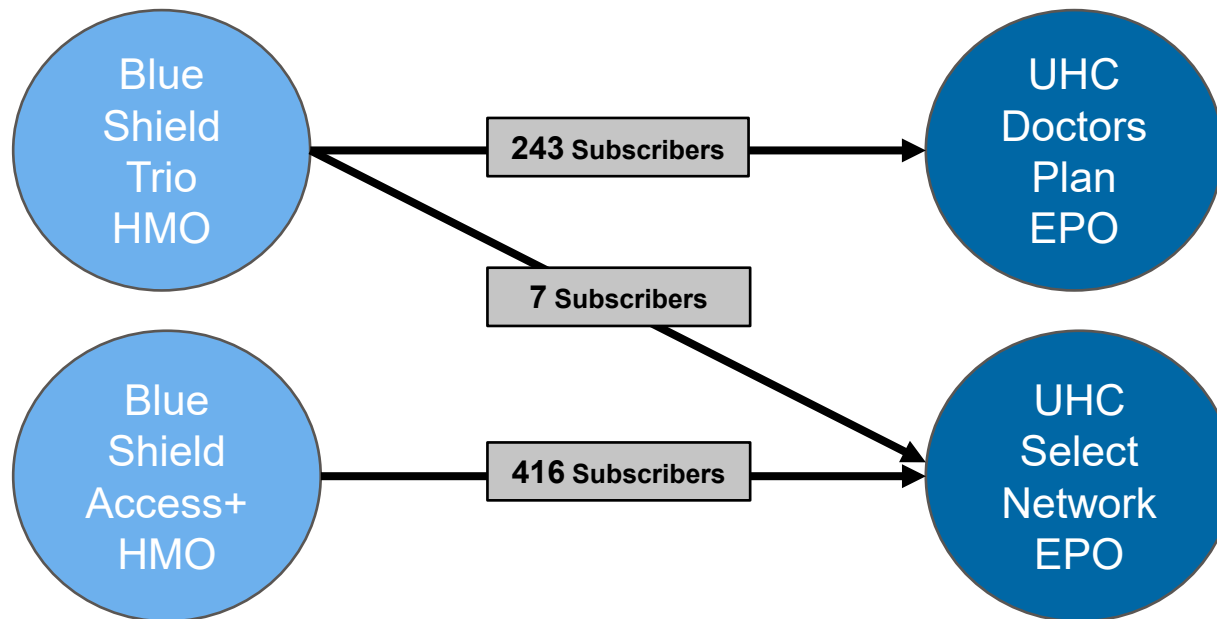
OE Webinar Schedule

Vendor	Date & Time	Audience
Blue Shield of CA HMOs	Oct. 11: 12-1pm	Active Employees
Blue Shield of CA PPO	Oct. 17: 12-1pm	Active Employees
Health Net CanopyCare	Oct. 5: 12-1pm	Active Employees
Health Net CanopyCare	Oct. 20: 12-1pm	Active Employees
Kaiser Permanente Senior Advantage	Oct. 13: 10-11am	Retiree
Kaiser Permanente HMO	Oct. 13: 12-1pm	Active Employee
UnitedHealthcare	Oct. 3: 10-11am	Retirees
UHC Dental DHMO	Oct. 20: 1-2pm	Active Employees & Retirees
Delta Dental	Oct. 3: 12-1pm	Active Employees
Delta Dental	Oct. 10: 10-11am	Retirees
VSP Vision	Oct. 24: 12-1pm	Active Employees & Retirees
P&A Admin Group: FSA	Oct. 12: 5:30-6:30pm	Active Employees
P&A Admin Group: FSA	Oct. 26: 12-1pm	
SFHSS: How to Register for an Account & Navigate eBenefits	Oct. 10: 12-1pm	Active Employees & Retirees
Workterra	Oct. 11: 5:30-6:30pm	Active Employees
Workterra	Oct. 25: 12-1pm	Active Employees

Transition of Split Medicare Families

Transition of Split Medicare Families

- UnitedHealthcare** Exclusive Provider Network (EPO) Plans to Replace Blue Shield HMO Plans for Families with One or More Family Members on Medicare and One or More Family Members Non-Medicare





The UHC Doctors Plan EPO provider network is not an exact match to the Blue Shield Trio network. Current Blue Shield Trio members will be reminded to check whether the preferred physicians for their non-Medicare family members are available in the UHC Doctors Plan. In the case where a member's preferred physicians are not available within the UHC Doctors Plan provider network, the member will be able to elect the UHC Select Plan EPO at a higher monthly premium.

OE Communications for Split Family Changes

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**
Affordable, Quality Benefits & Well-Being

2023 Changes to Your Benefits


➔


Dear SFHSS Member,


Beginning on January 1, 2023, UnitedHealthcare will take over as the health plan partner for non-Medicare family members who are currently enrolled in a Blue Shield plan and have a family member enrolled in **UnitedHealthcare (UHC) Medicare Advantage PPO**.

Members who had Blue Shield plans in 2022 will automatically be enrolled in a corresponding UHC plan. If you find your medical providers are not in the plan you're assigned to, you can switch to another plan with broader access or select new medical providers.

- BSC Trio HMO ➔ UHC Doctors Plan EPO
- BSC Access+ HMO ➔ UHC Select Network EPO

In the coming weeks, look for both an email and your Open Enrollment letter from SFHSS with more information about how the changes impact your benefits next year.

An UnitedHealthcare representative will call you in the next few weeks to answer your questions and provide support for any continuity of care issues.


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HEALTH SERVICE SYSTEM**
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- SFHSS will send impacted SFHSS Members an email with a link to the UHC microsite, where they can search for in-network providers.
- A UnitedHealthcare representative will call all impacted SFHSS Members to offer individualized assistance.
- SFHSS Member Services staff will be provided focused training.

SFHSS Member Services Availability During Open Enrollment

Member Services During Open Enrollment

- SFHSS Member Services will continue to primarily assist members through telephone support and video consultations during OE.
- SFHSS offices will remain closed for most in-person services. However, SFHSS staff will be onsite Monday through Friday and provide in-person support for any SFHSS Members who walk in.
- All SFHSS Members (active employees and retirees) now have access to self-service through eBenefits. SFHSS Members will still be able to mail, fax or drop off paper applications if they choose to do so.
- All SFHSS Members Services staff will be on-site at 1145 Market St. Monday through Friday throughout October to ensure all our electronic capabilities have appropriate bandwidth and support to handle the expected high call volume for this Open Enrollment.

Open Enrollment Health Fairs and Worksite Flu Clinics

SFHSS Worksite Flu Clinics

Details:

- Partner with Kaiser Permanente
- Clinics will run 9/27 through 11/3
- Eligibility: employees and retirees, including spouses and domestic partners of retirees of the four participating employers (CCSF, USD, CRT, CCD).
- 24 Clinics
 - 23 Locations
 - 8 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.

Changes/New in 2022:

- Drop-In Flu Clinics – No Appointment Necessary
- In person Benefit / Health Fairs - 10



Benefit / Health Fair & Flu Clinic Locations

Date	Time	Location	Access
9/27/2022*	7:30am -1:30pm	SFFD Headquarters - 698 2nd St.	Restricted Access
9/28/2022	5:00am-9:00am	DEM Clinic 1 - 1011 Turk St.	Restricted Access
9/28/2022	11:30am-3:30pm	DEM Clinic 2 - 1011 Turk St.	Restricted Access
9/29/2022	10:00am-2:00pm	MTA - Presidio - 2610 Geary Blvd.	Restricted Access
9/30/2022	10:30am-1:30pm	Public Library - 100 Larkin St.	Restricted Access
10/4/2022*	9:00am-3:00pm	City Hall - 1 Dr. Carlton B. Goodlett Place	Open
10/5/2022	10:00am-2:00pm	SFMTA - 601 25th St.	Restricted Access
10/5/2022	9:00am-1:00pm	PUC Headquarters - 525 Golden Gate Ave.	Restricted Access
10/6/2022*	7:30am-12:00pm	PUC-HHWP - Hetch Hetchy 1 Lakeshore Dr. Mocassin	Restricted Access
10/6/2022**	11:00am-1:00pm 10:00pm-12:00am	Airport Benefits / Health Fair - Aviation Museum at the San Francisco International Terminal	Restricted Access

*Benefits / Health Fair Location

**Benefits / Health Fair ONLY, No flu clinic

Benefit / Health Fair & Flu Clinic Locations (Cont.)

Date	Time	Location	Access
10/11/2022	7:30am-12:30pm	PUC-CDD -1980 Oakdale Ave.	Restricted Access
10/12/2022*	9:00am-3:00pm	San Francisco Public Works - 2323 Cesar Chavez St.	Restricted Access
10/13/2022	9:00am-12:00pm	DeYoung Museum , 50 Hagiwara Tea Garden Drive.	Restricted Access
10/13/2022	10:00am-2:30pm	SFPD - Hall of Justice, 850 Bryant, Room 551	Restricted Access
10/14/2022*	4:00pm-8:00pm	SFUSD - John O'Connell High School, 2355 Folsom St.	Restricted Access
10/18/2022*	9:00am-3:00pm	SFMTA - 1 South Van Ness Ave.	Open
10/19/2022*	9:00am-2:00pm	SFPD Headquarters - 1245 3rd St.	Restricted Access
10/20/2022	10:00am-1:00pm	Real Estate Department - 49 South Van Ness Ave	Restricted Access
10/20/2022	7:30am-12:00pm	PUC - 1000 El Camino Real, Millbrae, CA 94030	Open
10/25/2022	8:00am-1:00pm	PUC - 750 Phelps St.	Restricted Access
10/26/2022*	9:00am-2:00pm	HSA - 170 Otis St.	Open

*Benefits / Health Fair Location

Benefit / Health Fair & Flu Clinic Locations (Cont.)

Date	Time	Location	Access
10/27/2022*	8:00am-5:00pm	SFHSS Wellness Center - 1145 Market Street, Suite 100	Open
11/1/2022	11:30am-1:30pm	San Francisco Animal Care & Control (ACC) 1419 Bryant St.	Open
11/2/2022	10:00am-2:00pm	SF War Memorial - 401 Van Ness Avenue	Open
11/3/2022	8:30am-12:30pm	Pier 1 - Embarcadero	Open

**Benefits / Health Fair Location*

**Benefits / Health Fair Location*

Questions



Don't forget to...



... this October!