

DATE: November 10, 2022
TO: Randy Scott, President, Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: November 2022 Director's Report

SFHSS Remains Closed to the Public.

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

OPEN ENROLLMENT

Please join me in acknowledging the dedicated SFHSS staff for their tremendous efforts in conducting yet another successful Open Enrollment under the pandemic and virtual work conditions. Led by Rey Guillen, COO with the support of the management team and staff of all divisions, Member Services staff were able to meet the October demand. Rey Guillen, COO will provide a detailed report on the Open Enrollment activities at the December Health Service Board meeting.

SAN FRANCISCO COVID-19: (see attached slides)

Get vaccinated and get your booster. Protect yourself and those around you from new variants. Vaccines are open to everyone 6 months and older, and boosters to everyone 5 years and up.

<https://sf.gov/get-vaccinated-against-covid-19>

INFLUENZA VACCINE

Flu shots are available at provider offices, clinics, and pharmacies. Check first with your **doctor's office or primary care clinic** which is often the best and least expensive place to get vaccinated. If you do not have a health care provider or your doctor's office does not administer vaccines, use the [Health Map Vaccine Finder](#) to find a location in your neighborhood that is currently offering flu vaccines to the public.

MENTAL HEALTH VENDOR SUMMIT

In consultation with Aon, SFHSS will host a Mental Health Vendor summit in December to bring together all the health plans, their subject matter experts, vendors, and City department representatives to define and develop pathways to mental health services and programs that support the mental health and well-being of all our members. We anticipate staff will report to the Health Service Board in the first quarter of 2023.

EXPANDED MENTAL HEALTH EMPLOYEE ASSISTANCE SERVICES FOR POLICE, FIRE, AND SHERIFFS:

SFHSS led the public safety departments through a vendor selection process for a Public Safety EAP 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 the leads, Chief Financial Officers, and Department Heads for their ongoing commitment to their employees' mental health and well-being.

SFHSS STAFF RETREAT

On Thursday, September 29, the San Francisco Health Service System held an off-site staff retreat at the Port of San Francisco offices on Pier 1. The day brought team cohesion, staff excitement for Open Enrollment, and appreciation for the staff's hard work.

Staff participated in a "Building Better Teams with DiSC" seminar to learn about their behavioral styles at work, better understand their communication preferences, and learn how to better flex to the styles of others. Staff was invited to provide input into the 2023-2025 Strategic Plan. It wasn't all work though, we made sure to sprinkle in Well-Being lead breaks and other fun activities throughout the day.

The activities provided staff the opportunity to:

- Take a broad look at the complex and challenging work SFHSS is responsible for, rather than just individual specific tasks.
- Recognize the value of engaging with creative thinking.
- Come away with fresh insights, a greater appreciation of each other's contributions, and clarity about what each person needs to do their work; and
- Group-think ways to break down the barriers getting in the way of our shared goals.

The event was a tremendous success and something we plan to repeat annually.

NEW PBGH PUBLIC PURCHASER ADVISOR COMMITTEE

PBGH is unique among national business coalitions on health in engaging and including public purchasers. PBGH's new goals require an even deeper commitment to fostering public-private partnerships, which are key to PBGH's implementation work. The PBGH Board has approved a new **Public Purchaser Advisor Committee**, which will provide input to the PBGH Board to ensure the needs and priorities of public purchasers are incorporated into our work.

Don Moulds, chief health director with CalPers has agreed to chair this new committee. Abbie Yant, San Francisco Health Service System's executive director, Sue Birch, RN, director of Washington State Health Authority, and Alice Chen, Covered California's chief medical officer will comprise the committee's founding members.

DIVERSITY, EQUITY, INCLUSION, ACCESSIBILITY (DEIA) UPDATE

October was a busy month filled with celebrations honoring diverse histories, identities, and contributions to society. These wonderfully multifaceted groups are represented in our workplace, our membership, and our City at large. The resources below are being shared with our Health Service Board and all SFHSS staff as we learn and grow in our respect and inclusivity for one another.

Filipino American History Month commemorates Filipinos' hurdles, triumphs, and legacy in the United States. It is a time to recognize Filipino Americans across the country for the many ways they have enriched our society. 2022 marks 30 years of Filipino American History Month, 40 years of the Filipino American National Historical Society (FANHS), 50 years of Filipino American Studies in U.S. colleges, and the 60th anniversary of the first Tagalog course taught at the University of Hawai'i. This year's CCSF live stream of the [2022 Filipino American History Month Celebration](#) honored the theme *Reflection. Resilience. Reinvention.*

A disability-inclusive workforce is a strong workforce and everyday people with disability can and do add value to America's workplaces and economy. In recognition of the vital role people with disabilities play in making the nation's workforce diverse and inclusive, "Disability: Part of the Equity Equation" has been chosen by the U.S. Department of Labor as the theme for October's National Disability

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Employment Awareness Month (NDEAM). In a recent NDEAM study, companies that identify as leaders in disability inclusion were shown to produce higher collaboration, productivity, net income, and profit margins. This year's [NDEAM Annual Highlight Video](#) celebrated how people with disabilities strengthen the workforce and society.

President Ronald Reagan inaugurated Hispanic Heritage Month in 1988 to coincide with the national independence days of Guatemala, Honduras, El Salvador, Nicaragua, and Costa Rica. The term "Hispanic" has ties to cultural traditions that originate from Spain and has since been replaced with "Latinx" to shift away from the U.S. Census umbrella categorization and to offer greater gender inclusivity. Latinx Heritage Month uplifts centuries of history, cultures, and civilizations that existed before the European conquest and colonization of the Americas, including the beauty of marginalized indigenous and Afro-Latino communities. This year's CCSF live stream of the [2022 Latino Heritage Celebration & Awards Ceremony](#) honored the theme *Unidos Por Nuestra Diversidad, United by Our Diversity*.

The arduous history of these minority groups who have struggled for decades to overcome inequities is manifesting in social change. Please join me in appreciating the work of activists, academics and civic leaders engaged in efforts to create lasting equity and inclusion for all.

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.

DELTA DENTAL

Three members, both active and retired, emailed the Health Service Board recently to express concern about their dentist leaving the Delta Dental network. Members received written notices from their dentists that pointed to insufficient reimbursements for services as the reason for their decision to terminate their Delta participation. Each member would need to make the personal decision to either change to another Delta-contracted dentist or continue seeing their current dentist as an out-of-network provider.

The Health Service System continues to work with Delta Dental to monitor the changes to their provider networks that serve our members, both additions and terminations, as reported at the last HSB meeting. The next quarterly report will be in December.

ADMINISTRATION UPDATES

Health Service Board Email Outcome Report for August-October 2022 (**See attached slides**)

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

PERSONNEL

SFHSS is like most City Departments experiencing staff departures for a variety of reasons. We work closely with DHR to fill vacant positions as quickly as we can. In all cases, we evaluate the nature of the work to be certain we are conducting pre-recruitment analysis so that we are evolving the roles to meet the demands of SFHSS.

Position Control:

# of active employees	45
# of vacancies	23
• # of departures	2
• # of active recruitment	*8
• # of pre-recruitment analysis	13

(*Sync ups with approved vacancy report)

Promotions:

- 2595 Senior EAP Counselor: Jeannette Longtin -10/17/2022

OPERATIONS:

The focus of the SFHSS Operations divisions over the last two months has been Open Enrollment for the 2023 Plan Year.

Working collaboratively, Operations staff were responsible for:

- The mailing of 75,876 Open Enrollment packets to SFHSS members
- Mailed and emailed targeted communications related to the new plan options for split Medicare families, retirees living outside of the United States, and early retiree plan options

Enterprise Systems & Analytics

- Readied the Benefits Administration System for Open Enrollment:
- Configured all 2023 plan year changes (FSA amounts, new plans, modified benefits for changes related to new MOUs, etc.)
- Generated new eligibility file feeds for the Doctors EPO / Select Network EPO
- Modified existing eligibility file feeds
- Partnered with Finance to generate all the detail rates including new rates required for the new plans (total of approx. 3240 rates)
- Wrote new queries to assist Member Services in tracking work and identifying and correcting enrollment issues.
- Modified finance reports

Member Services

- Handled 7,224 member calls in October, almost 3 times the number of calls taken during non-Open Enrollment months. Handled 4,134 member calls in September.
- Virtual member consultations continued with 348 consultations conducted in October (132 for Retirees, 30 for New Hires, and 59 for family status changes) and 192 consultations conducted in October (118 for Retirees, 28 for New Hires, and 46 for family status changes). Additionally,

SAN FRANCISCO HEALTH SERVICE SYSTEM

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to better support members requesting additional guidance with the eBenefits portal, Member Services staff also conducted 127 virtual consultations, where they walked members through the online portal screens.

- To ensure timely data transfer to vendors, Member Services completed 340 hours of overtime during October, for data entry and eligibility processing.
- Member services staff also participated in 10 Health Fairs, and virtual OE presentations supporting members in OE enrollment and educating members on the available plans.

Communications

- Worked with SFHSS vendors to host 16 Open Enrollment webinars.
- Developed 7 special Open Enrollment webpages to educate members on their 2023 Plan Year options
- Designed Well-Being Flu flyers to increase participation
- Developed and executed a high-touch communications plan to educate impacted split Medicare families transitioning from Blue Shield to United Healthcare.

FINANCE AND BUDGET

- Completed support work for the annual audit
- Completed staffing backfill plan in preparation for the upcoming budget.

CONTRACTS

- Executed agreements and amendments to agreements with Blue Shield (HMO and PPO), Health Net (HMO), Managed Health Network (first responder Employee Assistance Program and Critical Incident Response services), P&A (FSA/COBRA administration), Workterra (voluntary benefits administration), and YMCA (Diabetes Prevention Program).
- Completed 2023 benefit plan materials review (Summaries/Summary of Benefit's and Coverage/Evidence of Coverage).
- Issued the RFP for First Responder Wellbeing and Mental Health Resources Mobile Application.
- Executed IBM/Merative assignment and assumption agreement and disclosure directive between Merative and Health Net for HMO data reporting.

WELL-BEING (see attached slides)

- Launched the MHN First Responder EAP 11/1
- Provided the Annual Well-Being Champion Appreciation Event with 72 employees attending
- Piloted a Covid-19 Booster and Flu Vaccine Clinic at SFHSS on 10/27
- Executed 10 benefit fairs and 23 flu clinics

Attachments:

1. COVID-19 Updates
2. Administrative Updates
3. Well-Being Slides

San Francisco Health Service System Health Service Board

COVID-19 Update

November 10, 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 10/24	Health Net As of 10/13	Kaiser Permanente of California		UnitedHealthcare	
			Non-Medicare as of 10/23	Medicare as of 10/23	Non-Medicare as of 10/26	Medicare ^[1] as of 8/10
Primary Series Partial	1,288	19	602	57	508	— [2]
Primary Series Fully	28,847	295	47,176	13,257	768	14,711
Total	30,135	314	47,778	13,314	1,278	— [2]
1 st Booster	18,999	237	35,938	12,304	673	12,008
2 nd Booster	2,617	Not yet available	Not yet available	Not yet available	Not yet available	Not yet available
3 rd Booster	Not yet available	Not yet available	Not yet available	Not yet available	Not yet available	Not yet available

Total Members	35,572	375	53,771	13,963	3,200	17,512
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[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	Medicare	Non-Medicare	Medicare
Hospitalization Cases	190	0	176	Not Available	311	344
In ICU	Not Available	N/A	29	Not Available	11	73
w/ a Ventilator	Not Available	N/A	Not Available	Not Available	4	30
Total Members	35,572	375	24,745	13,795	3,200	17,512

Data is from March 2020 to October 2022

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
2,722 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 October 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 10/30/2022)

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](https://www.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	8 kits/30-day period available at no cost and/or reimbursement of \$12 dollars per test. Test kit with 2 test strips = \$12 X 2 = \$24

MEMORANDUM

DATE: November 10, 2022
TO: Randy Scott, President of the Health Service Board
FROM: Abbie Yant, Executive Director of the San Francisco Health Service System
RE: Health Service Board Email Outcome Report for August to October 2022

Health Service Board Future Email Outcome Reports:

The following email activities were tracked and categorized under the email policy in the following categories:

- Member Services Experience (General Information, Feedback)
- Benefits Inquiry (Open Enrollment, Eligibility/Enrollment, Payments, Provider Information)
- Policy Questions (Rates & Benefits, Plan/Provider changes)
- Board Meeting Questions (Time of the meeting, Public Comment Instructions, Agenda)
- Miscellaneous Inquiry (Unrelated Board matters or questions)

In total, 7 emails were received between August to October. The SFHSS Member Service team responded, addressed, or had conversations with one member regarding a member services inquiry and four members with benefits inquiries. Three of the four benefits inquiries addressed concerns with Delta Dental and were sent to the Board. The Health Service Board Secretary responded to the two miscellaneous questions. The May through July tracker reported one benefits inquiry that was in progress in July and the Members Services team responded, addressed, and closed the inquiry.

Health Service Board Email Outcome Report August-October		
Member Need	Monthly Total	Action
Member Services	1	Closed
Benefits Inquiry	4	Closed
Policy Questions	0	Closed
Board Meeting Questions	0	Closed
Miscellaneous	2	Closed

Month	Emails
August	0
September	7
October	0

Well-Being Monthly Report

Health Service Board Meeting | November 10, 2022

W@W Champion Appreciation Cruise

September 28, 2022, 12:30-3:00pm

This year's Annual Champion Celebration was hosted onboard Hornblower's SF Spirit Yacht. The 2-hour cruise provided opportunities for Key Players to meet new Champions, share stories, and reconnect with one another. Key Players enjoyed catered lunch, icebreaker games, and amazing views of the Bay. The event boosted employee's morale and caused excitement for the Well-Being@Work Champion Program. Many Key Players expressed their gratitude to be able to experience a once in a lifetime event and for some of them it was their first time seeing the Bay from a boat.

Event Highlights:

- Table Talk Discussion Cards
- Key Player Cruise Playlist
- Prize giveaways

Attendance: 72



SFUSD Health Advocates Showcase

October 20, 2022, 4:00-6:00pm

The SFHSS Well-Being team was invited to participate as a vendor in the SFUSD Health Advocates Showcase that highlights different city resources and community-based organizations that provides services to schools, teachers, and staff. Health Advocates function as liaisons and distribute important health and wellness information to their sites. Part of their role is to support curriculum implementation, but their *favorite* part of the role is connecting their staff and families with the free services in the city and bringing cool events to their sites. SFHSS Well-Being was able to share and present on the numerous services and activities that teachers and staff can request to help support their employee's well-being. Participates, including the vendors also engaged in a stretch break led by Well-Being Coordinator, Lisa Ocampo.

Event Highlights:

- Well-Being@Work Program Orientation
- Champion Recruitment
- Resistance Band Stretch Break
- Tabling - Provided EAP and Well-Being Resources

Attendance: 40

Vendors: 10

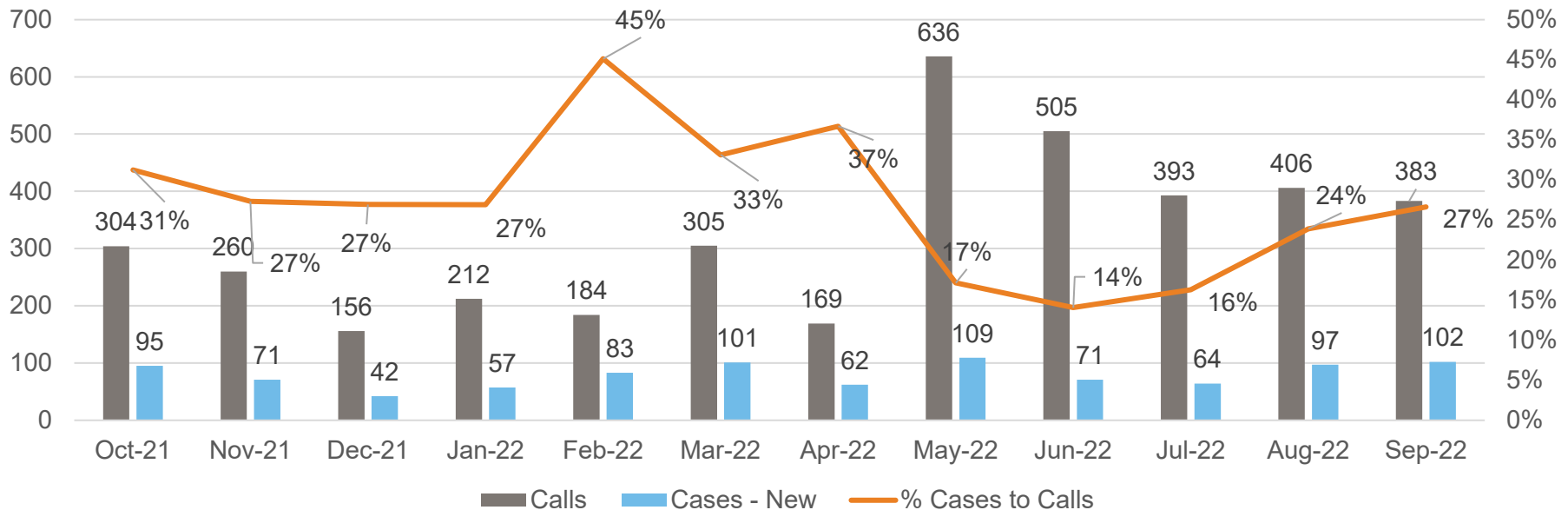


Calls/Cases: Internal & External EAP

Highlights:

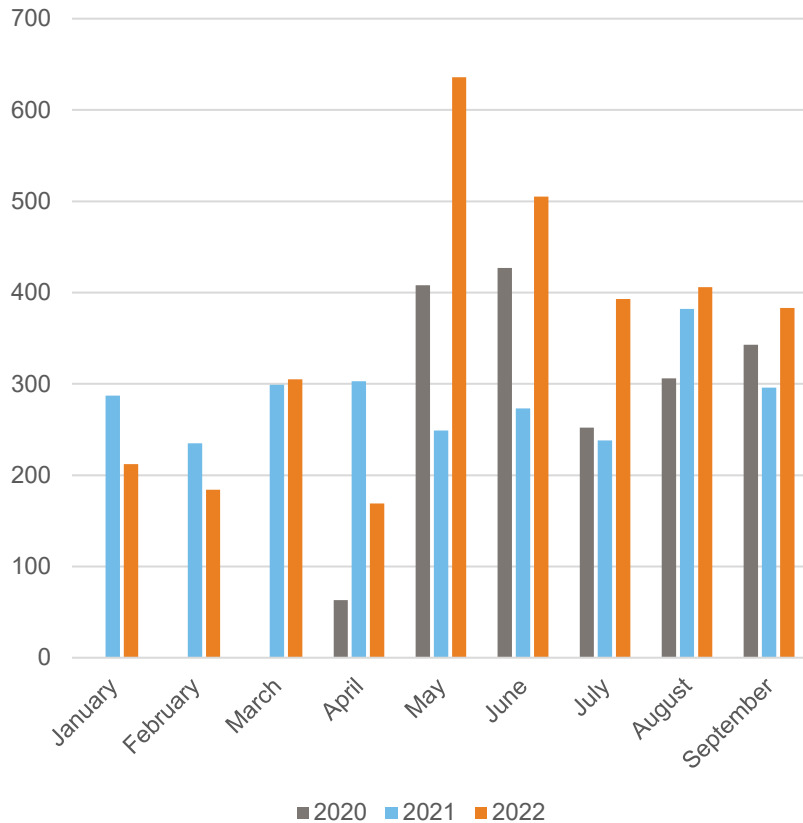
- **Calls**
 - Compared to September 2021: 23% increase in calls
 - Down: -6% compared to August 2022
- **Cases**
 - Compared to September 2021: 13.7% increase in cases
 - Up: +4.9% compared to August 2022

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

