

**MEMORANDUM**

**DATE:** September 12, 2024

**TO:** Mary Hao, President, and Members of the Health Service Board

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

**RE:** September 12, 2024, Director's Report

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**SFHSS EXECUTIVE DIRECTOR RETIREMENT**

Effective November 15, 2024, I am retiring from my position as the Executive Director of the Health Service System. It has been an honor and a privilege to return to City employment and lead the Health Service System since February 2018. I am grateful to the Health Service System Board, the Health Service System Leadership Team, and the entire staff, who are fully committed to providing our members with excellent, affordable health benefits. Understanding that there is much work to be done to ready our retirees and our systems that support the transition to Blue Shield of California, I am hopeful that my replacement can be in place soon. If needed, an Interim Director will be named before my departure.

**LIFE/DISABILITY REQUEST FOR PROPOSAL (RFP) UPDATE**

SFHSS and Aon continue to prepare the public-facing RFP documentation, financial and non-financial submission requirements, and confidential scoring criteria for the Request for Proposal (RFP) for Life and Disability benefits for the 2026 plan year. At the November 14 HSB Meeting, SFHSS will present the scope and timeline for the Life and Disability RFP, as well as the process for evaluation, scoring, and determination of the highest-qualified bidder.

**HEALTHCARE AFFORDABILITY BOARD AND ADVISORY COMMITTEE**

The Health Care Affordability Board is a decision-making body charged with setting statewide and sector-specific spending targets, appointing a Health Care Affordability Advisory Committee, and approving key benchmarks, such as alternative payment model adoption and the share of spending dedicated to primary care and behavioral health, among other responsibilities. Board members may not receive compensation from healthcare entities.

Board Next Meeting: September 26, 2024

Advisory Committee Next Meeting October 30, 2024

At their August 28, 2024, meeting, the [HCAB heard presentations](#) on the following matters:

- Variation in Health Care Premiums, Spending, and Prices Across California
- Public Purchaser Perspectives
- Case Study: Monterey County Hospitals and State Options to Address High Costs
- Office of Health Care Affordability Statutory Authority to Address High Costs

**SAN FRANCISCO HEALTH SERVICE SYSTEM  
DIVISION REPORTS: SEPTEMBER 2024**

**HUMAN RESOURCES:**

**PERSONNEL**

- **Welcome:**
  - 1632 Senior Clerk - Connie Chen started 8/19/2024.
- **Resignation/Retirements:**
  - 1052 IS Business Analyst – Anthony Gan: Promotion to Controller’s Office effective 8/31/2024.
- **Recruitments:**
  - 2595 Sr. EAP Counselor – Interview scheduled for 8/29/2024.
  - 1052 IS Business Analyst (Backfill temp 24 months) – Interviews to be held in September.
  - 1209 Benefits Technician (Temp 18 months) – Position request to be made. Targeted hiring date is after Open Enrollment season.
  - 2594 EAP Counselor – Job announcement posted on 8/22/2024 (receiving applications until 9/26/2024 or after).

**OPERATIONS: (see attachment)**

- The entire Operations team is focused on delivering a successful Open Enrollment for our members.
- Operations is collaborating with Blue Shield to implement the new Medicare PPO Plan for our retirees.

**FINANCE AND BUDGET:**

- Supporting annual audit of the Health Benefit Trust
- Building detailed rates for open enrollment
- Orientation and training for new team member of the Finance division

**CONTRACTS:**

- Review of 2025 plan materials, including summaries of benefits and coverage (SBCs), evidence of coverage (EOCs), and disclosure forms.
- Ongoing support for open enrollment, including confirmation of alignment of member-facing materials and online portals with 2025 benefits.
- Development of well-being volunteer agreements and forms.

**WELL-BEING:**

- Posted the 2594 Employee Assistance Counselor Position

**ATTACHMENTS:**

- Operations Monthly Dashboard

# Operations Dashboard

August 2024

# Operations Dashboard for the Month of August 2024

## Call Center Support

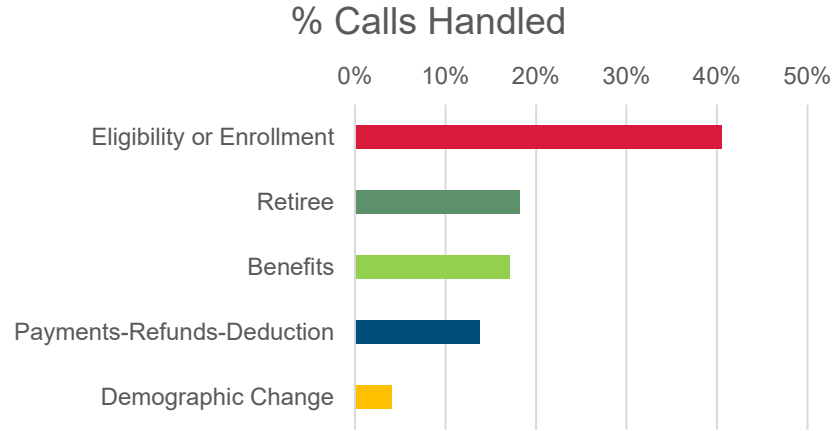
### Call Volume



**3,380**  
calls handled  
August 2023

**3,177**  
calls handled  
August 2024

### Call Drivers Metrics



**Average Speed to Answer**  
**Goal: <180 secs**



**232 secs**  
August 2023

**156 secs**  
August 2024

**Abandonment Rate**  
**Goal: <10%**



**10.75%**  
August 2023

**5.48%**  
August 2024

**Average Handle Time**  
**Goal: <10 min**



**10.65 min**  
August 2023

**14.85 min**  
August 2024

**First Contact Resolution**  
**Goal: >75%**



**73%**  
August 2023

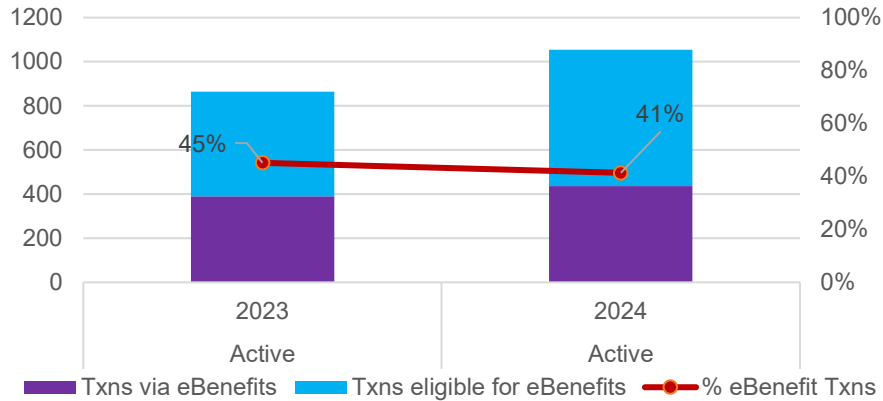
**68%**  
August 2024

# Operations Dashboard for the Month of August 2024

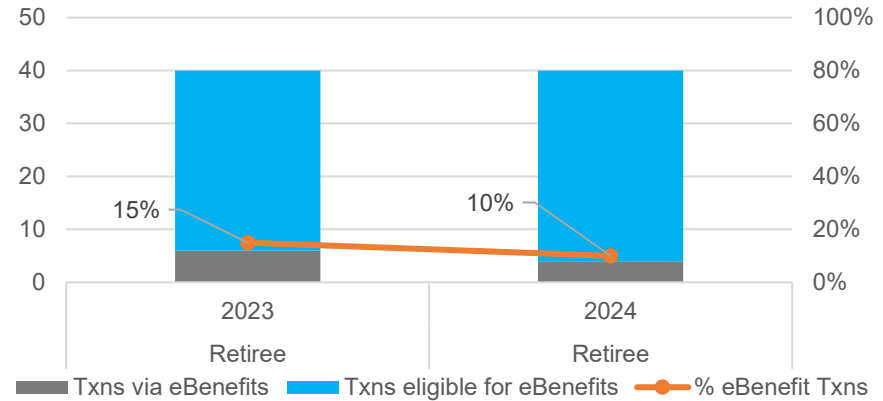
## Transactions



**eBenefits Transactions Actives**



**eBenefits Transactions Retirees**

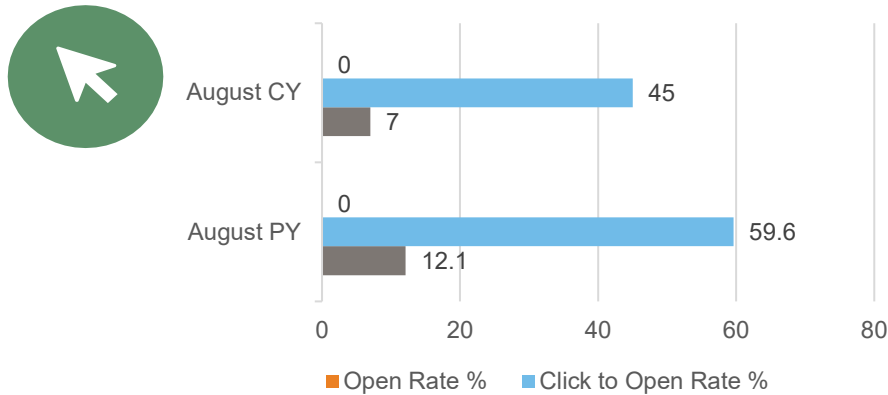


# Communications Dashboard for the Month of August 2024

## Member Engagement

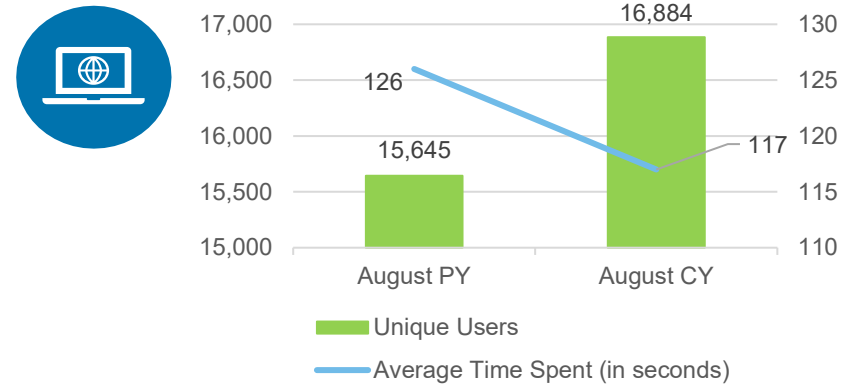
### eNews Engagement

**Goal: >50% Subscribers and 50% Open Rate**



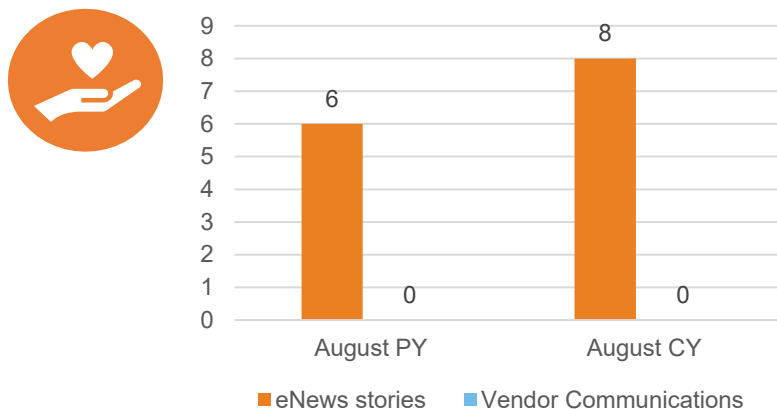
### SFHSS Website Engagement

**Goal: >100 seconds**



### Preventive Care Communications

**Goal: > 3**



### Top Visited Pages on sfhss.org

**Goal: Move *Contact Us* out of Top 5**

