



**HEALTH SERVICE BOARD**  
CITY & COUNTY OF SAN FRANCISCO

**Mary Hao**  
President

**Claire Zvanski**  
Vice President

**Jack Cremen**  
Commissioner

**Supervisor Matt Dorsey**  
**District 6**  
Commissioner

**Art Howard**  
Commissioner

**Gregg Sass**  
Commissioner

**Fiona Wilson, MD**  
Commissioner

**Abbie Yant, MA, RN**  
Executive Director  
Health Service System

**Holly Lopez**  
Executive Secretary

TEL (628) 652-4646  
<http://www.sfhss.org/>

**HEALTH SERVICE BOARD**

**REGULAR MEETING MINUTES DRAFT**

Thursday, December 12, 2024, 1:00 p.m.  
City Hall, Room 416  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102

and

VIRTUAL PRESENTATION BY SFGOV TV and Webex

## Remote Meeting Access

The Health Service Board welcomes public participation during public comment periods. There will be an opportunity for the general public to comment at the beginning of the meeting and on each discussion or action item on the agenda. Each comment is limited to 3 minutes, and the Chair may, at their discretion, limit public comment to less than 3 minutes per member of the public. For those attending remotely, the Commission will hear up to 30 minutes of remote public comment total for each agenda item. Remote public comment from people who have received an accommodation due to disability will not count toward the 30-minute limit. Remote viewing may not be available due to technology outages.

**Watch** at 1:00 p.m. on December 12, 2024 (via [SFGovTV schedule](#))

**Click the link to join the meeting** – [December 12, 2024 HSB Regular Meeting WebEx link](#)

**Public Comment Call-In: 415-655-0001 / Access Code: 2661 774 9489 Webinar Password: 1145**

### Listening to the meeting via phone

1. Dial into **415-655-0001** and then enter **access code** 2661 774 9489#, then # again
2. Press \*3 to enter the Public Comment queue, and you will hear the prompt, “You have raised your hand to ask a question; please wait to speak until the host calls on you.” When the system message says, “Your line has been unmuted,” - **THIS IS YOUR TIME TO SPEAK.**
3. You will be muted when your time to speak has expired.

### Watching the meeting on WebEx

1. Join via hyperlink [December 12, 2024 HSB Regular Meeting WebEx link](#)
2. Webinar Password: 1145
3. **Click on the Raise Hand Icon** to be placed in the queue to speak. A raised hand will appear next to your name. When you are unmuted in the system, a request to unmute will appear on your screen, please select unmute to speak.
4. When you are unmuted in the system, a request to unmute will appear on your screen, please select unmute to speak. Once you hear me say “Welcome Caller,” you can begin speaking.
5. When your time has expired, you will be muted. Please click on the Raise Hand Icon to lower your hand.

Members of the public are encouraged to state their name clearly, although you may remain anonymous. You will hear an audible warning when you have 30 seconds remaining. When your 3 minutes have ended, you will be placed back on mute.

### Best Practices when Calling in for Public Comment:

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole; do not address individual Commissioners

## Written Public Comment

Persons unable to attend the meeting may submit written public comments regarding an agenda item. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. Written public comments expected to be part of the official record should be submitted to the Board email, [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org), and **received by 5 p.m. on Wednesday, December 11, 2024**, before the meeting. Members can also call 628-652-4646 with any questions.

All comments received by the deadline will be forwarded to Board members, and the Board Secretary will note on the record during the specific agenda item that the Board received written public comment on that item and will include that note in the meeting minutes. In the body of your email, indicate the meeting date and the particular agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

1145 MARKET STREET 3<sup>RD</sup> FLOOR, SAN FRANCISCO, CA 94103

1. **CALL TO ORDER:** 1:05 p.m.

2. **ROLL CALL:**

President Mary Hao- Present  
Vice President, Claire Zvanski- Present  
Commissioner John Cremen- Present  
Supervisor Matt Dorsey- Present  
Commissioner Art Howard- Present  
Commissioner Gregg Sass- Present  
Commissioner Fiona Wilson, MD.- Present

3. **GENERAL PUBLIC COMMENT - This is an opportunity for members of the public to comment on any matter within the Board's jurisdiction that is not on the agenda, including requesting that the Board place a matter on a future agenda.**

**PUBLIC COMMENT:**

Richard Rothman, retiree: Raised two concerns. First, he expressed frustration over the lack of communication between VSP Vision Care and Kaiser ophthalmologists. He described having to repeat a vision test and endure long waits because Kaiser did not share test results with VSP. He urged better coordination between the two so that prescriptions or test results can be shared, avoiding unnecessary duplication. Second, he addressed issues with Kaiser's transportation service. He explained a situation where he had an urgent medical appointment but was initially told he couldn't schedule transportation because he didn't call at least three business days before his appointment. He pointed out that the evidence of coverage allows for exceptions in urgent cases and asked Kaiser to educate staff to follow these rules. He also suggested creating an easier way for members to track the number of rides they've used in a calendar year without calling Member Services.

4. **VOTE ON WHETHER TO HOLD CLOSED SESSION FOR MEMBER APPEAL (Action):**

Vice President Zvanski moved to hold a closed session for a member appeal. Commissioner Wilson seconded the motion.

**PUBLIC COMMENT:** None

**VOTE:** Ayes: Cremen, Dorsey, Hao, Howard, Sass, Wilson, and Zvanski                      Noes: None

**ACTION:** The Health Service Board unanimously approved holding a closed session for a member appeal.

**Enter closed session at 1:26 p.m.**

**Closed session under California Constitution Article I, Section 1; the Confidentiality of Medical Information Act, California Civil Code §§ 56 et seq; and the Health Insurance Portability and Accountability Act, 42 U.S.C. §§ 1320d**

5. **CLOSED SESSION FOR MEMBER APPEAL (Action):**

Presented by President Hao

**ACTION:**

1145 MARKET STREET 3<sup>RD</sup> FLOOR, SAN FRANCISCO, CA 94103

## RECONVENE IN OPEN SESSION

The Board held a closed session for approximately 1:38 hours.

6. **VOTE TO ELECT WHETHER TO DISCLOSE ANY OR ALL DISCUSSION HELD IN CLOSED SESSION (San Francisco Administrative Code Section 67.12(a)) (Action):**

Vice President Zvanski moved not to disclose any or all discussions held in closed session. Commissioner Wilson seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Dorsey, Hao, Howard, Sass, Wilson, and Zvanski Noes: None

**ACTION: The Health Service Board unanimously approved not to disclose any or all discussions held in closed session.**

7. **POSSIBLE REPORT ON ACTION TAKEN IN CLOSED SESSION (Government Code Section 54957.1 and San Francisco Administrative Code Section 67.12(b)) (Action):**

Vice President Zvanski moved not to report on action taken in the closed session. Commissioner Sass seconded the motion.

PUBLIC COMMENT:

VOTE: Ayes: Cremen, Dorsey, Hao, Howard, Sass, Wilson, and Zvanski Noes: None

**ACTION: The Health Service Board unanimously approved not to report on action taken in closed session.**

## REGULAR BOARD MEETING MATTERS

8. **APPROVAL (with possible modifications) OF THE MINUTES OF THE MEETINGS SET FORTH BELOW: (Action)**

[See the pdf of the October 21, 2024, Special Board Meeting Draft Minutes Approved](#)

[See the pdf of the November 14, 2024, Health Service Board Regular Meeting Minutes Approved](#)

Commissioner Sass moved to approve the October 21, 2024, Special Board Meeting Minutes and the November 14, 2024, Health Service Board Regular Meeting Minutes. Commissioner Wilson seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Dorsey, Hao, Howard, Sass, Wilson, and Zvanski Noes: None

**ACTION: The Health Service Board unanimously approved the October 21, 2024, Special Board Meeting Minutes and the November 14, 2024, Health Service Board Regular Meeting Minutes.**

## **9. PRESIDENT'S REPORT: (Discussion)**

No written or verbal report this month.

PUBLIC COMMENT: None

## **10. DIRECTOR'S REPORT: (Discussion)**

[See the pdf of the November 14, 2024 Director's Report](#)

Abbie Yant, SFHSS Executive Director, presented the following items:

- SFHSS Executive Director Retirement
- Health Service Board 2025 Election
- Ethics Commission New Laws and Regulations Effective October 12, 2024
- Healthcare Affordability Board and Advisory Committee
- Divisional Reports
  - Human Resources Personnel
  - Operations
    - Enterprise Systems and Analytics
    - Member Services
    - Communications
  - Finance and Budget
    - Contracts
  - Well-Being

Executive Director Yant acknowledged the challenges posed by the Mayor's budget instructions. She mentioned that Iftikhar Hussain and his team are working on recommendations, which will require significant internal deliberation in the coming weeks. Executive Director Yant noted that this challenge is not unique to their team, and other City departments will face the same challenge. Commissioner Zvanski asked what percentage the department has to reduce the budget. Iftikhar Hussain said the budget needs to be reduced by fifteen percent.

PUBLIC COMMENT: None

## **11. SFHSS FINANCIAL REPORT AS OF October 31, 2024: (Discussion)**

[See the pdf of the SFHSS Financial Report as of October 31, 2024, memo](#)

[See the pdf of the SFHSS Financial Report as of October 31, 2024, presentation](#)

Iftikhar Hussain, SFHSS Chief Financial Officer, presented the following items:

- SFHSS Financial Report Highlights
  - Employee Benefit Trust Fund
  - Healthcare Sustainability Fund
  - General Fund Administrative Budget
  - Audit Updates

Commissioner Cremen asked about the \$2 million decrease in the Healthcare Sustainability Fund, noting that the Well-being activities had been moved to the healthcare budget after discussions with the Mayor. Iftikhar Hussain confirmed this, explaining that the Mayor's Office decided not to fund the Well-being activities through the General Fund, prompting their transfer to the healthcare trust. Commissioner Cremen clarified that the City would no longer cover the cost. Hussain acknowledged this, adding that it is hopefully a temporary decision and will be revisited in the upcoming budget discussions.

PUBLIC COMMENT: None

**President Hao returned at 3:21 p.m.**

**12. BLUE SHIELD OF CALIFORNIA MEDICARE ADVANTAGE PRESCRIPTION DRUG (MAPD) PPO TRANSITION PLAN UPDATE: (Discussion)**

[See the pdf of the BSC MAPD PPO Transition Plan Update Final](#)

Olga Stavinskaya-Velasquez, SFHSS Operations Manager, and Charles Lee, Blue Shield of California, Senior Manager -Group Retiree, presented the following items:

- SFHSS Updates
  - HSS Implementation Dashboard
  - Shared Success Metrics
  - Call Metrics
- Blue Shield Update
  - BSC Implementation Dashboard
  - Call Metrics
  - Microsite Data
  - Member Engagement Experience
  - Looking Ahead

Vice President Zvanski asked for more information on the eight telephone calls Blue Shield received (presentation slide 8). Charles Lee said there is a web link on the microsite that displays the telephone number where members can click to start a call, and there were eight clicks of this link.

Vice President Zvanski asked if Blue Shield anticipates members calling the concierge service phone number if members don't receive their member ID card. Charles Lee said ID cards will be mailed the week of December 16, 2024, and the concierge service is available if members don't receive them by January 1, 2025. Commissioner Sass asked if the ID cards specifically indicate the Medicare Advantage plan. Charles Lee said the ID includes the Medicare Advantage symbol that providers will recognize, indicating the flexibility to use the PPO card throughout the United States.

Charles Lee noted questions about providers within the John Muir health system. He said John Muir is contracted for commercial plans but not directly for Medicare Advantage. However, this does not impact member access, as providers typically value their relationship with the insurer and know how to bill Blue Shield. If providers are unaware of the billing process, Blue will educate them to understand that even without a contract, Medicare Advantage members are reimbursed at 100% of the fee-for-service schedule, similar to original Medicare. This ensures members can continue to see their providers without issues, and both members and providers are informed about the out-of-network benefits for retirees. Commissioner Wilson asked if there is balance billing. Charles Lee said there is a regulation through the Center of Medicare and Medicaid Services (CMS) for the Medicare Advantage product, so there is no balance billing.

Commissioner Howard said members expressed concern about providers refusing to work with Blue Shield under the Medicare Advantage plan. Commissioner Howard noted online complaints about some providers rejecting Blue Shield despite the plan paying the same as original Medicare. Charles Lee explained that providers have the right to refuse service if they're not contracted. Still, he emphasized that Blue Shield can contact providers to educate them on the billing process, which typically resolves the issue, especially with existing patient relationships. Challenges are more common for new members who want to see new providers. Charles Lee said if providers refuse

Blue Shield, members are advised to contact Blue Shield directly to initiate outreach and education. Blue Shield aims to explain the plan, address concerns, and support claims or prior authorization issues, encouraging providers to continue care. Commissioner Howard suggested the need for reinforcing messaging that providers accepting Medicare should also accept Blue Shield. Vice President Zvanski highlighted the importance of monitoring member feedback, particularly during the transition to Blue Shield. Charles Lee said members can contact Blue Shield to share the provider name, and Blue Shield will do the outreach and education for the specific provider.

**PUBLIC COMMENT:**

Christopher M: inquired about how the Blue Shield MAPD PPO plan intends to handle grievances and appeals related to the transition and how members can effectively navigate this process if they encounter any issues. Additionally, he asked how the transition plan would address potential gaps in coverage for Medicare beneficiaries, ensuring they have access to necessary services and continuity of care. Finally, he sought whether additional resources are available to help members understand the new plan beyond the town halls and call centers mentioned in the presentation.

Herb Weiner, Retiree: advised that members should confirm with the provider whether they accept Blue Shield before scheduling an appointment with a doctor. If issues arise, such as the provider refusing to accept Blue Shield, members are encouraged to contact Blue Shield directly.

**NOTE: President Hao returned at 3:21 p.m. and assumed the role of Chair.**

**13. REPORT OF OPEN ENROLLMENT ACTIVITIES FOR PLAN YEAR 2025: (Discussion)**

[See the pdf of the Report of Open Enrollment Activities for PY2025](#)

Olga Stavinskaya-Velasquez, SFHSS Operations Manager, Carrie Beshears, Rin Coleridge, SFHS Enterprise System and Analytics Director, Jessica Shih, Communications Director and SFHSS Well-Being Manager presented the following items:

- Purpose of Open Enrollment
  - Who We Serve
  - Open Enrollment Highlights
- Behind the Scenes
  - Finance
  - Contracts
  - Project Plan
  - ESA
- Member Facing
  - Communications
  - Flu Clinics
  - Member Services

President Hao asked if the 16,940 members who changed plans included the retiree members who transitioned from the United Healthcare plan to the Blue Shield MAPD PPO plan transition (referencing slide 23). Rin Coleridge confirmed that the 16,940 total included the retirees in the new MAPD PPO plan.

Commissioner Sass shared a concern about a member's experience with long wait times and disconnection after 20 minutes when calling Health Services. He noted that nearly 10,000 calls had been received and wondered whether there was an issue causing delays and whether members' calls were not being answered promptly. Commissioner Sass asked if any specific problems regarding call response times had been identified. Olga Stavinskaya-Velasquez explained that during Open Enrollment, a voicemail option was available after 20 minutes. Still, it was turned off



due to the workload associated with processing files after Open Enrollment. To manage this, most calls, including those for general and enrollment-specific information, are handled by an offsite call center (VSA), which is fully staffed and has low wait times. However, certain queues, like those for delinquencies and appeals, are managed by her staff, who are fewer in number due to workload demands. If a member selected a queue handled directly by her staff, they might experience longer wait times. She emphasized that the offsite call center remains available and capable of supporting members efficiently through the end of the month.

**PUBLIC COMMENT:**

Herb Weiner, Retiree: experienced significant difficulty updating their address. He had to navigate through multiple steps and processes, struggled to find the direct phone number, and, even after obtaining it, he was redirected through additional procedures. He expressed a desire for a more straightforward and simplified process.

**GOVERNANCE COMMITTEE MATTERS**

The Committee Chair will give a brief update on matters discussed and/or recommendations made in this committee. The committee reviews, develops, and oversees governance policies and practices of the Health Service Board.

**14. REVIEW AND APPROVE HEALTH SERVICE BOARD CONTINGENCY RESERVE POLICY 210 REVISIONS:(Action)**

[See the pdf of the HSB Contingency Reserve Policy 210 Revisions Presentation](#)

[See the pdf of the HSB Contingency Reserve Policy 210 Revisions Redlined](#)

Mike Clarke explained that the recommendation is to permanently remove the active employee dental PPO plan the Health Service Board Contingency Reserve Policy 210 because, unlike self-insured medical plans with virtually unlimited claims risk, self-funded dental plans have a maximum annual benefit amount. All other SFHSS dental plans, including all retiree dental plans, are fully insured. He clarified that the timing of this recommendation aligns with the upcoming start to the Rates and Benefits cycle, with this action having been planned for the first Governance Committee meeting in Fall 2024 (which happened on December 6, 2024). The urgency of the agenda item is tied to the upcoming presentation on the Incurred But Not Reported (IBNR) and Contingency Reserves for the fiscal year ending June 30, 2024, that will occur in the January 2025 HSB meeting.

President Hao moved to approve the recommendation to remove the active employee dental PPO plan from the Health Service Board Contingency Reserve Policy 210. Vice President Zvanski seconded the motion.

**PUBLIC COMMENT:** None

**VOTE:** Ayes: Cremen, Dorsey, Hao, Howard, Sass, Wilson, and Zvanski                      Noes: None

**ACTION:** The Health Service Board unanimously approved removing the active employee dental PPO plan from the Health Service Board Contingency Reserve Policy 210.



**15. REVIEW AND APPROVE THE SFHSS RULES AND SECTION 125 CAFETERIA PLAN FOR PLAN YEAR 2025 REVISIONS: (Action)**

[See the pdf of the Rules and Cafeteria Plan PY2025 Revisions Summary](#) ‘

[See the pdf of the SFHSS Cafeteria PY2025 Revisions Redlined](#)

[See the pdf of the SFHSS Rules PY2025 Revisions Redlined](#)

[See the pdf of the SFHSS Rules and Cafeteria Plan PY2025 Revisions Presentation](#)

Olga Stavinskaya-Velasquez, SFHSS Operations Manager, explained that updates to the San Francisco Health Service rules, summarized in the provided document, are being presented for approval to take effect on January 1, 2025. She highlighted three updates to the Section 125 cafeteria plan, including alignment with IRS standards for FSAs, adjustments to MOU flexible credit amounts, and a cleanup of available plan options.

President Hao asked if the substantive changes to the rules clarify specific definitions and categories of eligible participants. Olga Stavinskaya-Velasquez confirmed the changes clarify the definitions and participants’ eligibility.

No motion was taken. Roll call vote only.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Dorsey, Hao, Howard, Sass, Wilson, and Zvanski Noes: None

**ACTION: The Health Service Board unanimously approved the SFHSS Rules and Section 125 Cafeteria Plan for plan year 2025.**

**16. INITIATE PUBLIC EMPLOYEE EVALUATION OF SFHSS EXECUTIVE DIRECTOR 2024: (Action)**

[See the pdf of the Performance Evaluation of SFHSS Executive Director 2024 Timeline](#)

[See the pdf of the Performance Evaluation of SFHSS Executive Director 2024](#)

Name of Employee and Position: Abbie Yant, SFHSS Executive Director

Commissioner Wilson moved to approve the public employee evaluation of the SFHSS Executive Director for the plan year 2024 and the evaluation timeline. President Hao seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Dorsey, Hao, Howard, Sass, Wilson, and Zvanski Noes: None

**ACTION: The Health Service Board unanimously approved the public employee evaluation of the SFHSS Executive Director for the plan year 2024 and the evaluation timeline.**

**17. INITIATE ANNUAL HEALTH SERVICE BOARD SELF-EVALUATION: (Action)**

[See the pdf of the HSB Self-Evaluation for Plan Year 2024 Timeline](#)

[See the pdf of the HSB Self-Evaluation for Plan Year 2024](#)

President Hao moved to approve the Health Service Board Self-evaluation for the plan year 2024

and the evaluation timeline. Vice President Zvanski seconded the motion.

PUBLIC COMMENT: None

VOTE: Ayes: Cremen, Dorsey, Hao, Howard, Sass, Wilson, and Zvanski Noes: None

**ACTION: The Health Service Board unanimously approved the Health Service Board Self-evaluation for the plan year 2024 and the evaluation timeline.**

**REGULAR BOARD MEETING MATTERS**

**18. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES:**  
**(Discussion)**

No update this month.

PUBLIC COMMENT: None

**19. ADJOURNMENT:** 4:11 p.m.

## Health Service Board and Health Service System Website: <http://www.sfhss.org>

### Summary of Health Service Board Rules Regarding Public Comment

1. There will be an opportunity for general public comment at the beginning of the meeting, and there will be an opportunity to comment on each discussion or action item on the agenda. A member may comment on any matter within the Board's jurisdiction as designated on the agenda.
2. A member of the public has up to three (3) minutes to make pertinent public comments; the Chair has the discretion to limit public comment to less than 3 minutes per member of the public.
3. Public Comment can be given in-person, remotely, or written.
4. Members may submit their comments by email to [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org) by 5 p.m. the day before the meeting start time. These comments will be made part of the official public record and shall be brought to the attention of the Health Service Board. All comments received by the deadline will be forwarded to Board members and the Board Secretary will note on the record during the specific agenda item that the Board received written public comment on that item, and will include that note in the meeting minutes. In the subject line of your email, indicate the meeting date and the specific agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.
5. Remote public comment from people who have received accommodation due to disability will not count toward the 30-minute limit.

### Knowing Your Rights Under the Sunshine Ordinance

Government's duty is to serve the public, reaching its decision in full view of the public. Commissions, boards, councils, and other agencies of the City and County of San Francisco exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, visit the Sunshine Ordinance Task Force website at <http://www.sfgov.org/sunshine>.

### Summary of Health Service Board Rules Regarding Cell Phones and Pagers

The ringing and use of cell phones, pagers, and similar sound-producing electronic devices are prohibited at Health Service Board and committee meetings. The Chair of the meeting may order the removal of any person(s) in violation of this rule from the meeting room. The Chair of the meeting may allow an expelled person to return to the meeting following an agreement to comply with this rule. The complete rules are outlined in Chapter 67A of the San Francisco Administrative Code.

### Disability Access and Accommodation

Regular Health Service Board meetings are held at City Hall, 1 Dr. Carlton B. Goodlett Place, in Hearing Room 416 at 1:00 PM on the second Thursday of each month. The closest accessible BART station is Civic Center, three blocks from City Hall. Accessible MUNI lines serving this location are #42 Downtown Loop and the #71 Haight/Noriega and the F Line to Market and Van Ness and the Metro stations at Van Ness and Market and Civic Center. For more information about MUNI accessible services, call (415) 923-6142. There is accessible parking in the vicinity of City Hall at Civic Center Plaza adjacent to Davies Hall and the War Memorial Complex. Accessible seating for persons with disabilities (including those using wheelchairs) will be available. To obtain a disability-related modification or accommodation, including auxiliary aids or services, to participate in the meeting, please contact Holly Lopez, at 628-652-4646 at least 48 hours before the meeting, except for Monday meetings, for which the deadline is 4:00 pm the previous Friday.

City Hall Room 416 is wheelchair accessible. There are elevators and accessible restrooms located on every floor. **Wheelchair-accessible entrances are located on Van Ness Avenue and Grove Street. Please note the wheelchair lift at the Goodlett Place/Polk Street is temporarily not available.** After multiple repairs that were followed by additional breakdowns, the wheelchair lift at the Goodlett/Polk entrance is being replaced for improved operation and reliability. We anticipate having a functioning lift after the completion of construction in May 2025.

This meeting will be broadcast and captioned on SFGovTV. Remote public participation is available upon request for individuals who cannot attend in person due to disability. Making a request to participate remotely no later than one (1) hour prior to the start of the meeting helps ensure the availability of the meeting link. Sign Language Interpretation is also available upon request. If requesting remote Sign Language Interpretation, please submit an accommodation request a minimum of 4 business hours prior to the start of the meeting. Allowing a minimum of 48 business hours for all other accommodation requests (for example, for other auxiliary aids and services) helps ensure availability. To request an accommodation, please contact Holly Lopez, [holly.lopez@sfgov.org](mailto:holly.lopez@sfgov.org), 628-652-4646.

To access the meeting remotely as an accommodation, please use [December 12, 2024 HSB Regular Meeting WebEx link](#) or call 415-655- 0001. Please find instructions at the beginning of this agenda for how to use WebEx for the purposes of remote public comment.

### Sensitivity to Chemical-based Products

To assist the City's effort to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity, or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City accommodate these individuals.

### Location of Materials

If any materials related to an item on this agenda have been distributed to the Health Service Board after the distribution of the agenda packet, those materials are available for public inspection at the Health Service System during normal office hours. For more information, please contact Holly Lopez at 628-652-4646 or email [holly.lopez@sfgov.org](mailto:holly.lopez@sfgov.org). The following email has been established to contact all members of the Health Service Board: [health.service.board@sfgov.org](mailto:health.service.board@sfgov.org).

### Lobbyist Registration and Reporting Requirements

Individuals and entities influencing or attempting to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance [SF Campaign & Governmental Conduct Code § 2.100] to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; web site [www.sfgov.org/ethics](http://www.sfgov.org/ethics).

**Chat GPT Generative AI was used to summarize and clarify discussion points in the meeting minutes.**