

MEMORANDUM

DATE: January 9, 2025

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

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: January 9, 2025, Director's Report

WELCOMING NEW STAFF

- 1051 Principal IS Business Analyst – Elie Kassab – Started 1/6/2025

ANNUAL AUDIT AND COMPLIANCE REPORT 2024 AND AUDIT PLAN FOR 2025

(see attachment)

SFHSS is pleased to report no significant findings on audits completed during Plan Year 2024. The attached memo addresses the Audit Plan for Plan Year 2025. SFHSS has also completed the inventory of compliance requirements and confirmed the completion of all activities.

PLAN YEAR 2026 LIFE AND DISABILITY REQUEST FOR PROPOSAL (RFP) UPDATE

SFHSS has received over 150 unique questions from ten (10) prospective bidders in response to the Life and Disability Benefits Request for Proposal for Plan Year 2026 (RFP) issued on December 3, 2024. SFHSS has published two (2) addenda to the RFP, including modifying the RFP schedule and Deadline for Proposals from January 13 to February 3, 2025. This extension will allow SFHSS to respond to the greater than expected volume of questions from prospective bidders.

BLACK-OUT NOTICE REMINDER (see attachment)

Black-Out Period notification to the Health Service Board began on November 14, 2024, and extends through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for Life and Disability Benefits (“2026 Life and Disability RFP”) and the presentation of the results of the 2026 Life and Disability RFP to the Board and
- the completion of the SFHSS Annual Rates and Benefits process for the 2026 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2026 Life and Disability RFP and the SFHSS Annual Rates and Benefits process for the 2026 plan year.

SFHSS EXECUTIVE DIRECTOR RETIREMENT

I am on track to retire March 15, 2024. As reported at the October Special Health Service Board Meeting, the Department of Human Resources and Berkeley Search Consultants are working with Health Service Board President Mary Hao to coordinate activities to find the next SFHSS Executive Director.

HEALTH SERVICE BOARD 2025 ELECTION

A Health Service Board election for one member seat will occur in May 2025. The 2025 election will include one elected member seat elected by the active and retired members of the SFHSS for the term from June 2025 - May 2030. Under the Charter Section 12.200 and San Francisco Administrative Code Sections 16.550 – 16.554, whenever the term of office of an elected member expires, an election must be held to fill the vacancy.

The official election practices begin **January 9, 2025**, when the nomination forms are available for all SFHSS members to pick up from our offices or download from our website. **Completed nomination forms are due back to the SFHSS offices no later than February 14, 2025, by 5 p.m.** SFHSS staff will verify the signatures and notify the Registrar of Voters of the names of the confirmed nominees. The registrar then conducts the election; ballots are mailed, received, and counted. The election winner will be sworn in and seated for the June Health Service Board Meeting. We look forward to partnering with the Registrar of Voters to conduct this election over the coming months.

RACIAL EQUITY, DIVERSITY & CULTURAL HERITAGE CELEBRATIONS

Conversations about cultural representation, identity, and diversity in our nation's history and today will be commemorated in upcoming heritage events hosted by our City partners. The San Francisco Human Rights Commission is partnering with the Northern California MLK Community Foundation to host the inaugural [Martin Luther King, Jr. Noontime Concert](#) at San Francisco's Old St. Mary's Cathedral on Tuesday, January 14. Each week leading up to the third Monday in January, people of every age, background, and walk of life experience [free festivals, events, and service opportunities](#) in honor of Dr. King. For those who wish to preview this inspirational event, [click here](#) to see highlights from *MLK Day 2024: Social Justice and Beloved Community*.

More than 1 billion people worldwide will also celebrate the start of the Lunar New Year. Known also as Chinese New Year, Vietnam's Tết Nguyên Đán or South Korea's Seollal, it's a time for families to gather for big feasts; it's also a chance for people to put the past behind them and look forward to a fresh start. The fun commences January 22 with an array of engaging activities hosted by the [SF Asian Art Museum](#) that spotlight the rich heritage and customs associated with the annual celebration. Presented in partnership with the San Francisco Human Rights Commission, this year's Black History Month and Lunar New Year celebrations feature various music and spoken word performances highlighting the colorful traditions and symbolism honoring the Year of the Snake.

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: January 28, 2025

Advisory Committee Next Meeting January 21, 2025

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

At their [December 16, 2024, meeting](#), the following informational items:

- Introduce Behavioral Health Definition and Investment Benchmark, Including Advisory Committee Feedback
 - Sector Targets, Continued from the November Board Meeting
-

SAN FRANCISCO HEALTH SERVICE SYSTEM DIVISION REPORTS: JANUARY 2025

OPERATIONS: (see attachment)

- Member Services is processing 1000+ IRS declarations for Domestic Partners.
- Member Services is processing termination healthcare FSA waivers of members enrolled for PY 2025, but who have no paycheck for collection of their bi-weekly pledges.
- Planning for the Adult Disabled Child Audit will be starting in January.
-

ENTERPRISE SYSTEMS & ANALYTICS:

- Calendar year-end activities have been completed. This includes filing for 1099's and boxes 10 and 12DD for the W-2s
- PY2025 enrollment files transmitted to all health plan vendors
- Ongoing modification of computer programs impacted by the 2025 plan year changes, such as the payment files

COMMUNICATIONS:

- Distribute Confirmation Letters to all members.
- Post all 2025 Plan Documents to sfhss.org.
- Create a new DAIS-compliant Plan Year 2025 Member Rules and Cafeteria Plan on sfhss.org.
- Develop a 2025 Communications plan.

FINANCE AND BUDGET:

- Develop internal FYE 2026 and 2027 budget
- Completed updates to CCSF bond offering official statements

CONTRACTS:

- Completed annual account management review for Kaiser Permanente and Kaiser account management team for the plan year 2024.
- Completed master application for Kaiser Permanente (Washington).
- Reviewed and provided recommendations for eight (8) Adoption and Surrogacy Assistance Plan claims for CY2024.
- Completed annual Consolidated Appropriations Act, Section 201 (Gag Clauses) compliance and attestations with plan partners for CY2024.

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

WELL-BEING: (see attachment)

- Planning for the 2025 Sleep Campaign
- 8% increase in calls to cases in November compared to the prior month.
- 43% increase in the total number of EAP services from the SFHSS EAP team compared to the prior month.
- 150% in the number of individuals touched through SFHSS EAP compared to the prior month, totaling 316 individuals.
- 8 SFHSS EAP training/workshops were provided in October and November, serving 248 employees.

ATTACHMENTS:

- Annual Audit and Compliance Report 2024 and Annual Audit Plan for 2025
- Black-Out Notice Reminder
- Operations Monthly Dashboard
- Well-Being Monthly Dashboard

SAN FRANCISCO HEALTH SERVICE SYSTEM

DATE: January 9, 2025

TO: Members of the Health Service Board

FROM: Iftikhar Hussain, SFHSS Chief Financial Officer

SUBJECT: HSB Update on Audit and Compliance

The status of the 2023 and 2024 audits and the proposed 2025 audit plan are presented below. The audit plan is based on a rotating schedule of audits to cover key risk areas along with the annual audit of the Health Benefit Trust.

2023 Plan

- Financial Audit of the Health Benefit Trust completed in November 2023
- Pharmacy financial terms for Blue Shield for 2022 plan year
 - Completed and report issued 6/25/2024 with no findings
- Medical Claims audit for Blue Shield HMO – report issued 9/4/2024. The audit tested for errors at the original claims processing date and noted some exceptions. All errors were corrected prior to the audit as part of the routine quality control process.

2024 Plan

- Financial Audit of the Health Benefit Trust completed in November 2024
- Blue Shield PPO Mental Health Parity - Quantitative Treatment Limits. This audit is required by federal regulations every 3 years. The Blue Shield HMO plan compliance is covered by the health plan – planning process
- High-cost medical claim audit for Blue Shield plans – planned for 10/29/2024 start date and report February 2025.
- Review of BSC medical management process – planned start Dec 24/Jan 25

2025 Plan

- Financial Audit of the Health Benefit Trust to be completed in November 2025
- BSC MA implementation audit
- Rotating audits
 - Pharmacy
 - Rebates
 - Waste and false claims
- Mental Health Parity PPO plan – Non quantitative
- Pre-implementation for Life and LTD

MEMORANDUM

DATE: November 14, 2024
TO: Mary Hao, President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: Black-Out Period Notice, November 14, 2024 through June 2025

This memorandum shall serve as the Black-Out Period notification to the Health Service Board (“Board”) that will begin today, November 14, 2024, and extend through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for Life and Disability Benefits (“2026 Life and Disability RFP”) and the presentation of the results of the 2026 Life and Disability RFP to the Board and
- the completion of the SFHSS Annual Rates and Benefits process for the 2026 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2026 Life and Disability RFP and the SFHSS Annual Rates and Benefits process for the 2026 plan year.

Pursuant to the [Board’s Policies](#) (page p. 46 “External Communications – Service Providers”, p. 48 “Black-Out Periods”, p. 49 “Contracts”), the Board must be notified of the start of this Black-Out Period prior to the release of any solicitation for the selection of a primary service provider, as well as prior to the beginning of the annual SFHSS Rates and Benefits process. Such notice is now given.

During this Black-Out Period, Board members are prohibited from any communications or activities with current or potential future service providers or their representatives, agents, employees, or officers on matters relating to SFHSS competitive bid processes for the selection of the service providers for life and disability benefits, including, but not limited to, basic and supplemental life, long-term disability and short-term disability, and accidental death and dismemberment benefits, and/or the 2026 Life and Disability RFP (collectively, “Unauthorized RFP Communications and Other Prohibited Activities”), except for communications related to SFHSS matters occurring during public meetings of the Board, the Board of Supervisors, or committees thereof.

Unauthorized RFP Communications and Other Prohibited Activities include communications and activities prohibited by state and local laws related to conflicts of interest, including Section 15.103 of the City’s Charter, Article III (Conduct of Government Officials and Employees), Chapter 2 (Conflict of Interest and Other Prohibited Activities) of City’s Campaign and Governmental Conduct Code, Section 1.126 of the San Francisco Campaign and Governmental Conduct Code (Campaign Reform Ordinance), and Section 87100 *et seq.* and Section 1090 *et seq.* of the Government Code of the State of California.

Communications and activities include face-to-face conversations, conversations through one or more third parties or intermediaries, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications.

Any communications with current or potential future service providers for reasons unrelated to SFHSS during this period must be immediately disclosed in writing to the Executive Director and the Board.

CC: Members, Health Service Board
Members, San Francisco Board of Supervisors
Jennifer Donnellan, City Attorney

Operations Dashboard

December 2024

Operations Dashboard for the Month of December 2024

Call Center Support

Call Volume



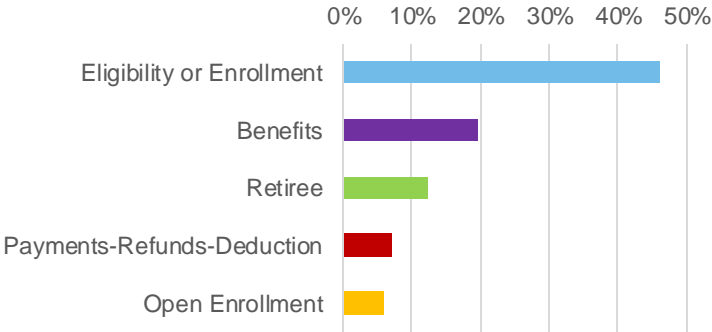
2,015
calls handled
December 2023

4,968
calls handled
December 2024

Call Drivers Metrics



% Calls Handled



Average Speed to Answer
Goal: <180 secs



144 secs
December 2023

376 secs
December 2024

Abandonment Rate
Goal: <10%



9.4%
December 2023

11.44%
December 2024

Average Handle Time
Goal: <10 min



11.7 min
December 2023

12.3 min
December 2024

First Contact Resolution
Goal: >75%



35%
December 2023

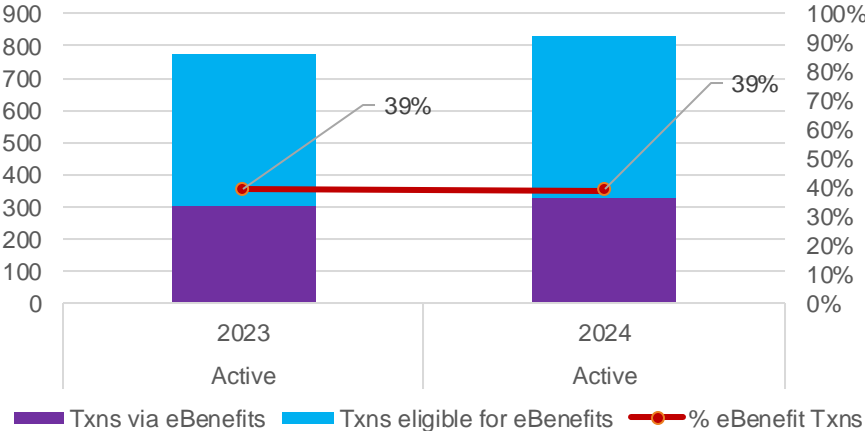
67%
December 2024

Operations Dashboard for the Month of December 2024

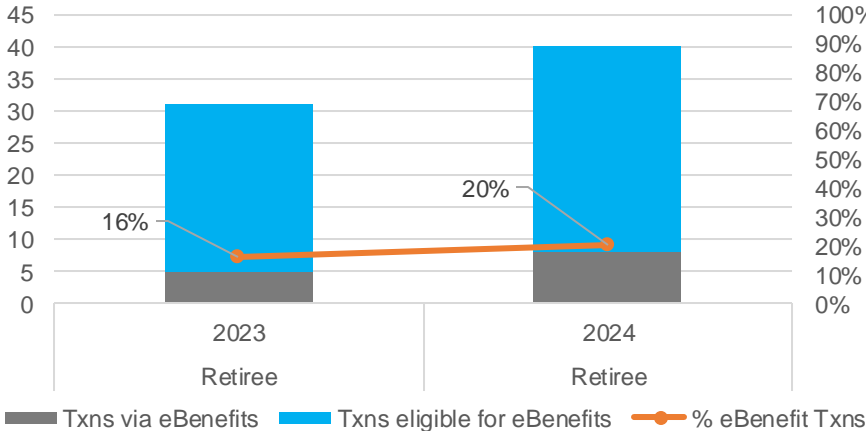
Transactions



eBenefits Transactions Actives



eBenefits Transactions Retirees

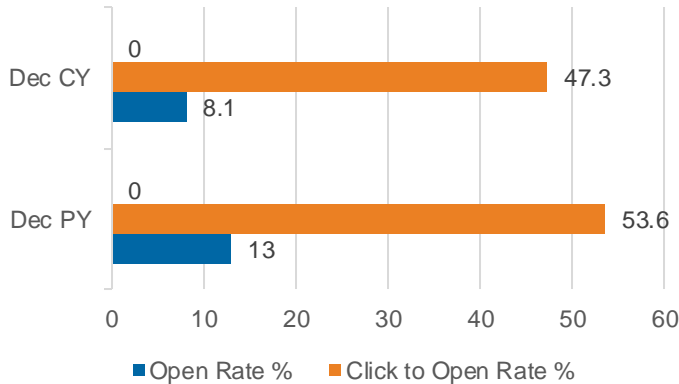


Communications Dashboard for the Month of December 2024

Member Engagement

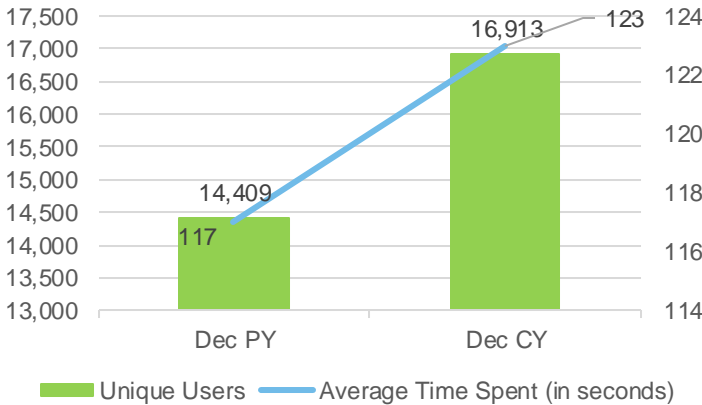
eNews Engagement

Goal: >50% Subscribers and 50% Open Rate



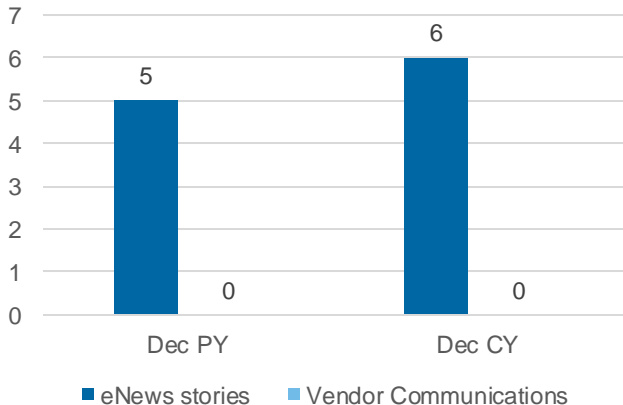
SFHSS Website Engagement

Goal: >100 seconds

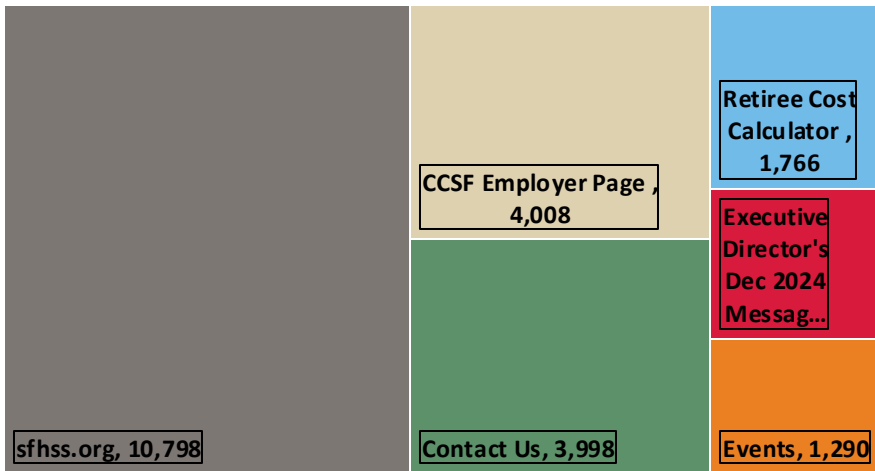


Preventive Care Communications

Goal: > 3



Top Visited Pages on sfhss.org



Well-Being Dashboard

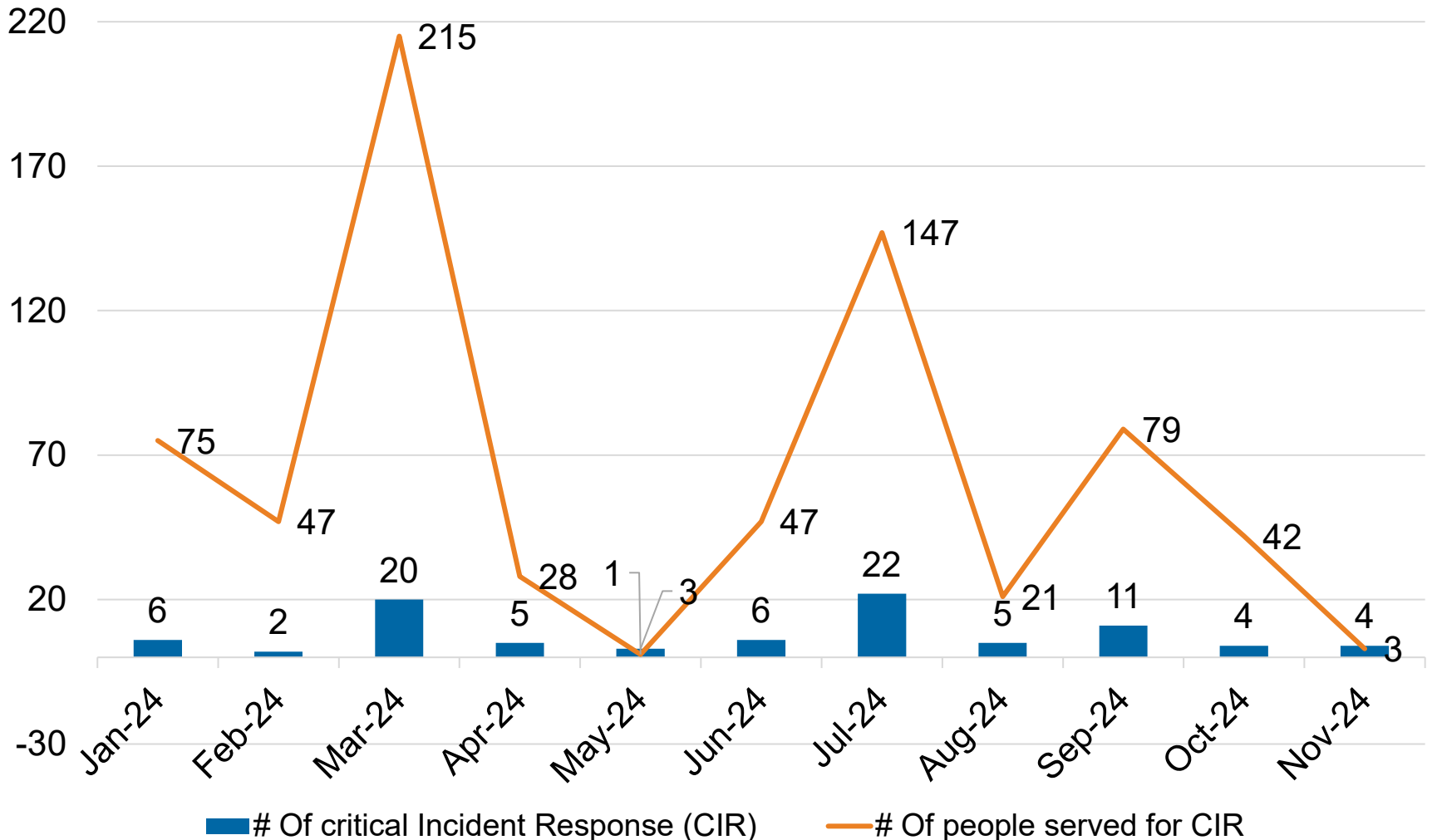
January 9, 2025

SFHSS Employee Assistance Program (EAP)

Highlights:

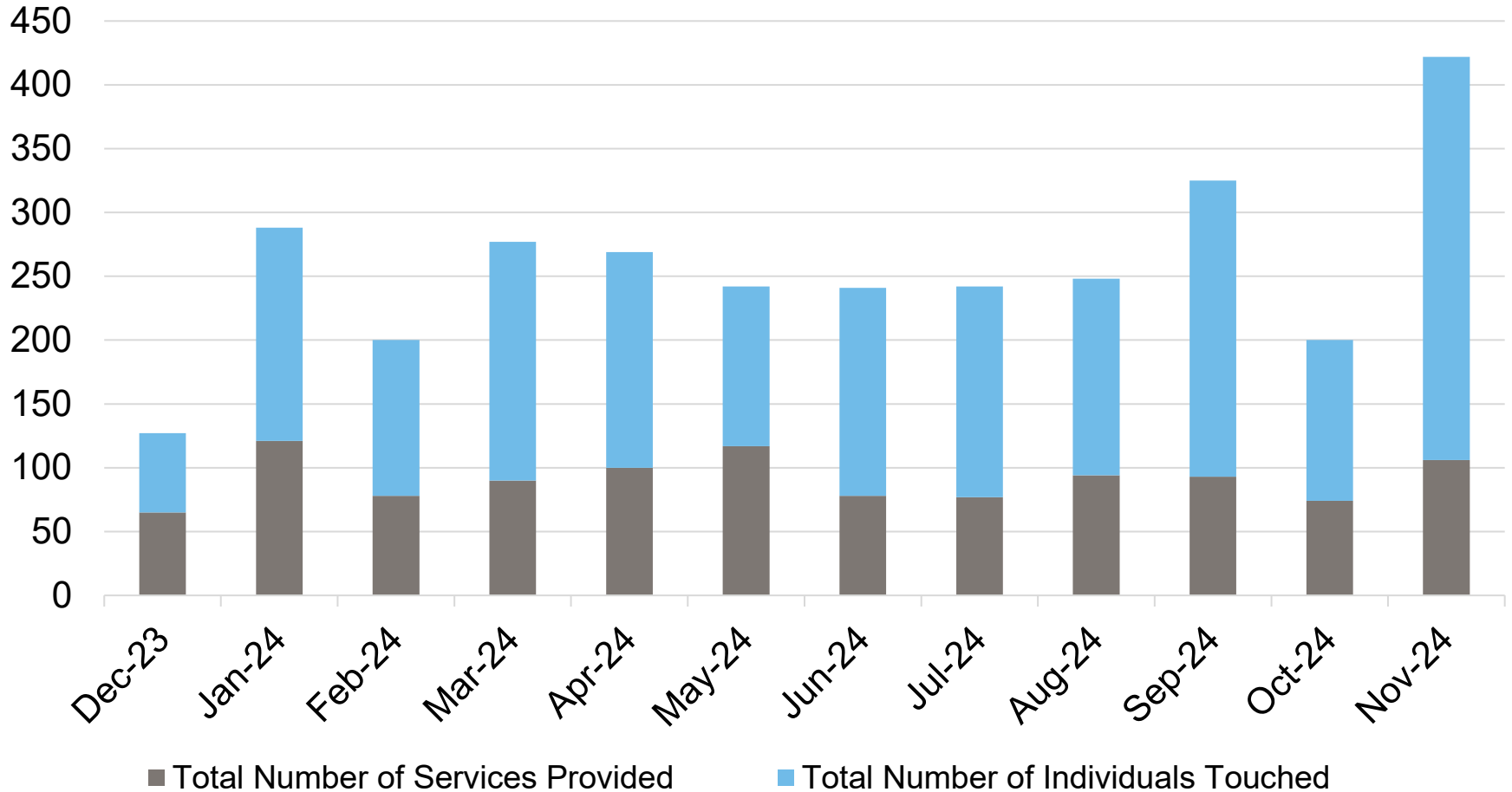
- ✓ Between October and November, there were **8 critical incident responses serving 45 people**.
- ✓ **8% increase** in call to cases in November compared to prior month.
- ✓ **43% increase** in the total number of EAP services from SFHSS EAP team compared to prior month.
- ✓ **150% in individuals touched** through SFHSS EAP compared to prior month, totaling **316 individuals**.
- ✓ **8 SFHSS EAP trainings/workshops** were provided in October and November, serving **248 employees**.
- ✓ **21 organizational consultations** provided by SFHSS EAP in October and November

Critical Incident Response: Total and Number of Individuals Served (Including First Responders and All Other City Employees)



SFHSS EAP: Number of Services and Individuals Served

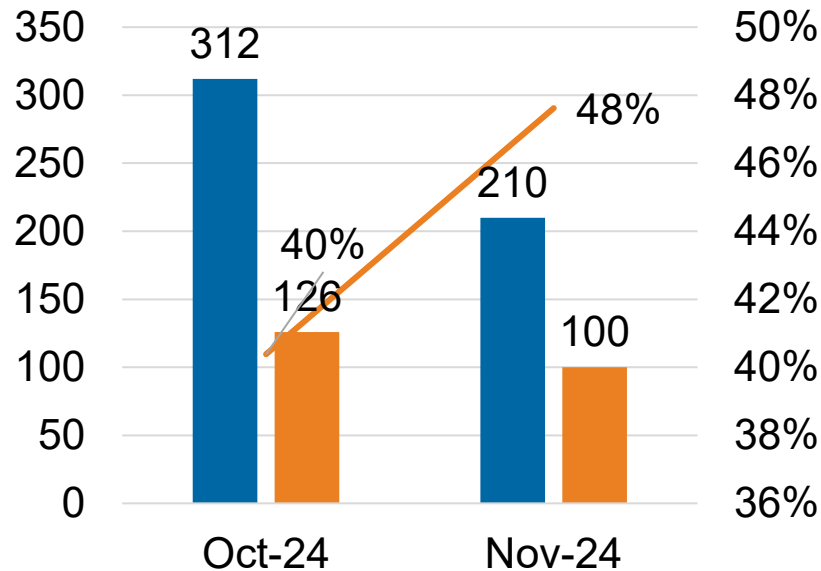
12-Month Period



NOVEMBER: Calls/Cases - Internal & External EAP

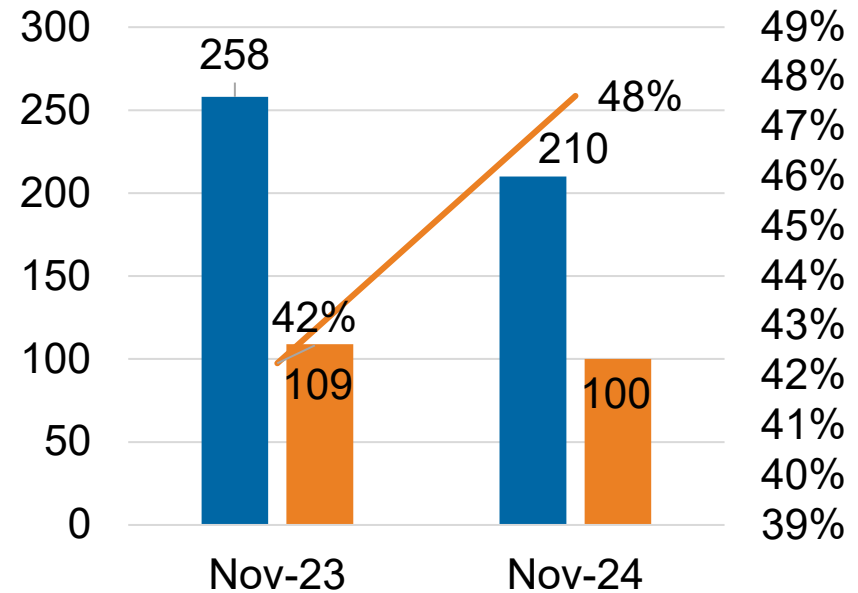
Highlights 2024

- ✓ 8% increase in calls to cases compared to prior month.
- ✓ Overall decrease in calls and cases in November compared to October, same year.



Highlights Year Over Year

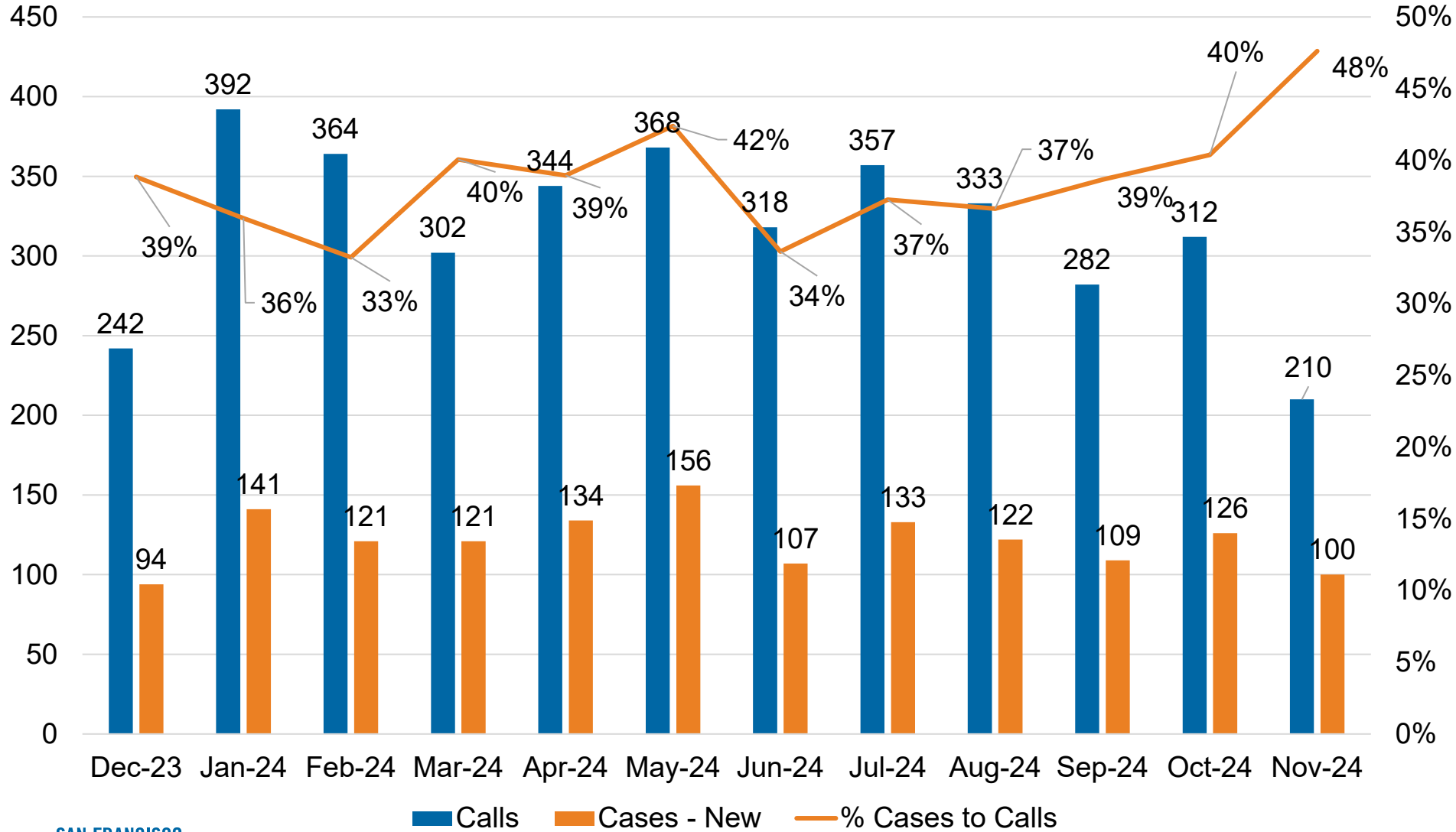
- ✓ 6% increase in calls to cases compared to same month prior year.
- ✓ Overall decrease in calls and cases in November compared to October, same year.



■ Calls ■ Cases - New — % Cases to Calls

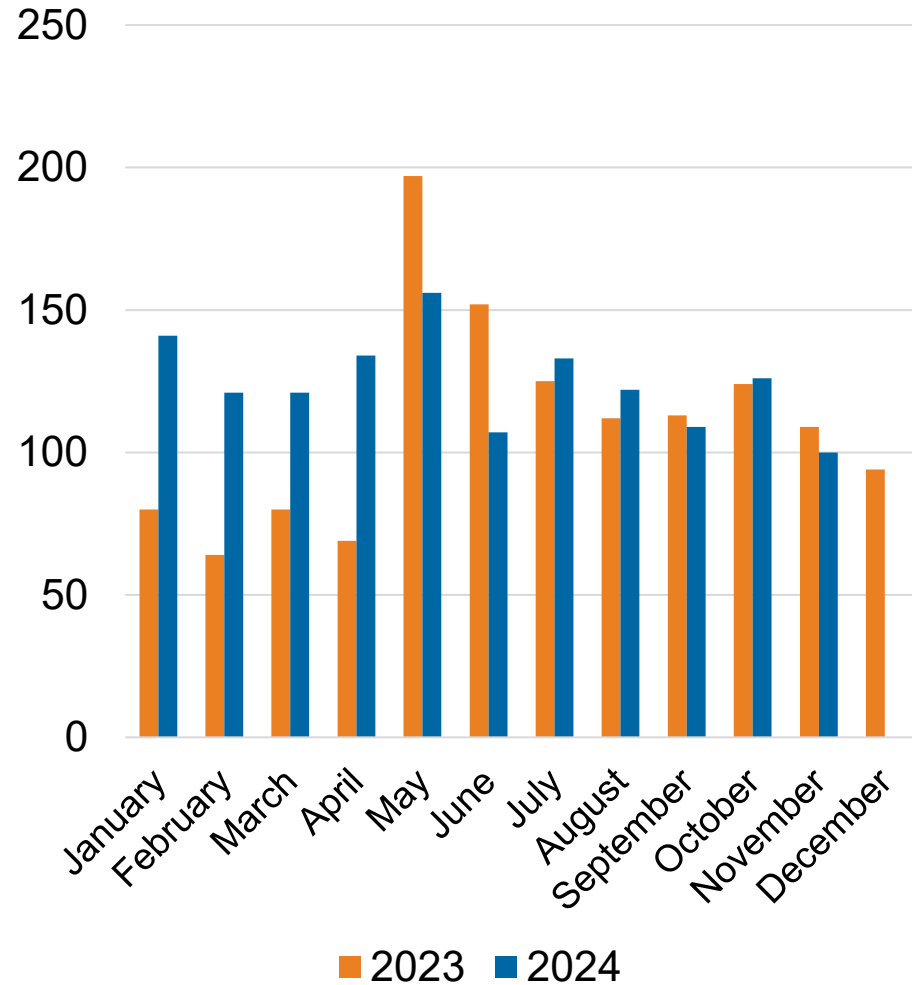
■ Calls ■ Cases - New — % Cases to Calls

Calls/Cases: 12-Month Period - Internal & External EAP



Calls/Cases: Year Over Year - Internal & External EAP

New Cases



Call Volume

