

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**



**2024
ANNUAL REPORT
SUMMARY**

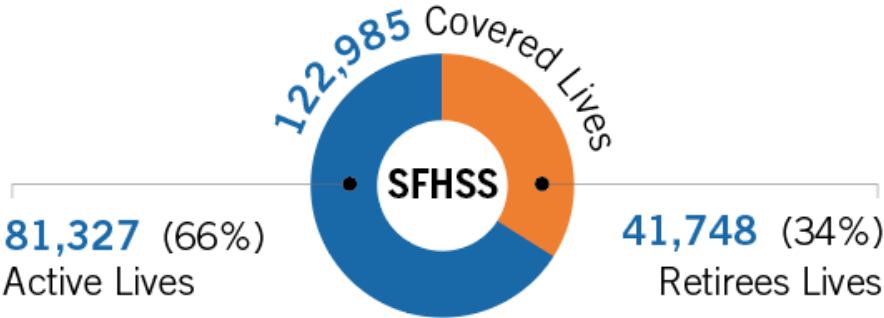
Who We Are

SFHSS provides medical care for our municipal employees, retirees, and covered dependents of City and County of San Francisco, San Francisco Unified School District, City College of San Francisco, and Superior Court of San Francisco.



SFHSS Mission

SFHSS is dedicated to ensuring equitable, sustainable, and quality benefits that enhance the whole-person health and well-being of our members and their families throughout their lifecycles



2024 by the Numbers



Member Services & Operations

44,089

Calls efficiently handled.

23,092

Paper enrollments that require manual analyst entry. Not all transactions can be done online.

16,999

Enrollments facilitated through eBenefits online system.

36%

Improvement on Speed to Answer member calls.



ESA

786

IT support tickets solved.



Well-Being & EAP

3,838

Calls to the Employee Assistance Program (EAP)

514

Department requests for well-being activities and services.

95

Critical Incident Stress Debrief sessions executed for first responder departments.

15.9%

Increase in engagement for Mental Health Awareness Campaign.



Contracts

97

Executed agreements for Benefits Administration, Professional Services, and other items.



Communications

161,933

Users visited sfhss.org website in 2024.

300%

Increase in webinar participation.



Finance

\$1.1B

Premium payment collection and management from both employers and employees.

\$13.9M

HSS Operating budget.

3,900+

Premium detailed rates calculated.

2023-25 Strategic Plan



Foster Equity through intentional organizational culture, accessibility, inclusion, and belonging.



Advance Primary Care Practice and member engagement to ensure the right care, at the right time and place.



Provide Affordable and Sustainable healthcare and high-quality well-being services through value-driven decisions and program design.



Support the Mental Health and Well-Being of our membership by reducing stigma and addressing barriers to care in partnership with key stakeholders.



Optimize Service to maintain and advance exceptional member engagement.



For the full SFHSS 2023-2025 Strategic Plan and Progress Report:

<https://sfhss.org/resource/sfhss-strategic-plan-2023-2025>

<https://sfhss.org/resource/january-11-2024-sfhss-strategic-plan-2023-2025-annual-progress-report-health-service-board>

2024 Strategic Initiatives

After building our staffing levels up, SFHSS shifted our focus in 2024 to achieving our Strategic Goals. Affordability in healthcare was under threat due to inflation and staffing challenges, so SFHSS finalized the Medicare Advantage Prescription Drug PPO plan competitive bid, known as a Request for Proposal (RFP), and expanded the pilot for a larger segment to complete the Dependent Eligibility Verification Audit (DEVA).

The Well-Being and Employee Assistance Program (EAP) teams worked to develop a Mental Health Journey Map to help guide members to the available mental health resources and allow them to choose the path that is right for them.

1. **Medicare (MAPD) PPO Plan Transition** – Migrating UnitedHealthcare MAPD PPO members to the winning bid from the RFP, Blue Shield of California MAPD PPO, will help SFHSS capture a savings of \$60 million in premiums over three years.
2. **DEVA** – The audit of 985 members is projected to have an estimated annual savings of \$417,434 generated by terminating ineligible dependents.
3. **Mental Health Journey Map** – With a 15.9% increase in Mental Health Awareness and 75% increase in demand for EAP support, the Mental Health Journey Map tool will help members more easily navigate to a resource that works for them.



Thank You