ADDENDUM NO. 1

Dependent Eligibility Verification Audit (DEVA) Services Request for Information (RFPQHSS2025.O1)

January 6, 2026

REQUEST FOR INFORMATION FOR

Dependent Eligibility Verification Audit (DEVA) Services Request for Information (RFPQHSS2025.O1)

CONTACT: patrick.chang@sfgov.org cc: william.kudenov@sfgov.org and michael.visconti@sfgov.org

This Addendum is being issued to modify the requirements in the above-referenced Request for Information (RFI) and to respond to questions and requests for clarification.

Please review the terms of the RFI and this Addendum carefully. If there are any inconsistencies between the RFI (issued December 31, 2025) and the terms of this Addendum No. 1, then the terms of this Addendum No. 1 shall prevail.

Section references below are to the RFI and are provided for convenience of reference only.

A. Questions & Answers

1. Please confirm whether there is an incumbent vendor currently providing these services and the last time an eligibility audit was performed.

SFHSS Response:

No, there is no incumbent external vendor providing DEVA services; services have been performed by SFHSS, internally. More information on prior dependent eligibility verification audits conducted by SFHSS is available at the following:

- 2024 Dependent Eligibility Verification Audit Update, August 8, 2024 Regular Meeting of the Health Service Board, https://sfhss.org/board-meeting/2024-08-08t200000#tab-32317
- 2022 Dependent Eligibility Verification Audit Update, September 8, 2022 Regular Meeting of the Health Service Board, https://sfhss.org/board-meeting/2022-09-08t200000
- Director's Report, January 19, 2019 Regular Meeting of the Health Service Board, https://sfhss.org/board-meeting/2019-01-10t210000#tab-11931

2. What qualities or aspects of a DEVA are most important to SFHSS?

SFHSS Response:

In alignment with the SFHSS Gap Year 2026 Strategic Plan[1], the San Francisco Health Service System continuously aims to optimize service and experience, while also focusing on efficiency and effectiveness. To that end, SFHSS is interested in implementing and conducting routine and structured eligibility audits that will lead to increased compliance with SFHSS member rules and reinforce a clear, easy-to-follow, process for gathering documents which is simple and secure.

SFHSS requires that a vendor partner be able to align with the expectations established in the prior DEVA efforts referenced in Question 1. A vendor partner must consistently apply dependent eligibility rules established by the San Francisco Health Service System Rules, while exercising keen judgment when any exceptions may be warranted.[2] A vendor partner must demonstrate their abilities, experiences, and processes to track determination outcomes, including any exceptions and their rationale, and systematically communicate those exceptions to SFHSS. If any

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[1] SFHSS 2026 Gap Year Strategic Plan is available at https://sfhss.org/sites/default/files/2026-01/January%208%2C%202026%20SFHSS%202026%20Gap%20Year%20Strategic%20Plan.pdf

[2] San Francisco Health Service System Rules are available at https://sfhss.org/san-francisco-health-service-systemmember-rules.

exceptions are incorporated into the review workflow, the vendor must be capable of providing training to their team to ensure that SFHSS members' cases are audited uniformly, and any approved exceptions are applied consistently.

SFHSS requires comprehensive reporting and audit record-keeping throughout the process. In addition, all member-provided documentation must be converted into a file format that can be ingested and read by SFHSS systems. A vendor partner must be able to provide regular reports to SFHSS that includes, but is not limited to, counts and rates of: population audited; submitted documentation; compliance determinations, exceptions applied, and appeals; and calls and electronic inquiries to the vendor from SFHSS members and/or dependents.

3. **Please confirm the scope of the population that may be audited. Is SFHSS seeking to conduct a comprehensive audit of all employees, or a select audit of those who have gained eligibility for coverage throughout the year?**

   SFHSS Response:

   As of January 1, 2026, there are 58,938 dependents enrolled in benefits administered by SFHSS, which include a legal spouse, registered domestic partner, child(ren), and/or surviving dependents in accordance with SFHSS Member Rules, Section B (Eligible Dependents of Health Service System Members).[2] Per RFI Section III (SFHSS Goals and Needs), subsection 1, SFHSS may seek to conduct an audit for either all covered dependents or a sample population of covered dependents.

   Please provide pricing considerations for both approaches, including and any others your organization has successfully implemented.

4. **Please provide information on SFHSS's current health benefits carriers, including available plan materials.**

   SFHSS Response:

   Eligible employees may enroll themselves and eligible family members in the following medical, dental, vision (collectively "Coverage Providers"):

   Medical (in alphabetical order):
   - Blue Shield HMO Access Plus: https://sfhss.org/blue-shield-californiaaccess-hmo
   - Blue Shield Trio HMO: https://sfhss.org/blue-shield-california-trio-hmo

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[2] Note that this total does not include dependents enrolled via COBRA continuation coverage.

- Blue Shield PPO: https://sfhss.org/bsc-ppo
- Blue Shield PPO-20: https://sfhss.org/enrollment-plan-docs-bsc-ppo-20
- Blue Shield Medicare Advantage PPO: https://sfhss.org/blueshieldmedicare-ppo
- Health Net Canopy Care HMO: https://sfhss.org/plan-documentshealthnet#tab-32609
- Kaiser Permanente Traditional plan: https://sfhss.org/kaiser-permanentehmo-plan-documents
- Kaiser Permanente Senior Advantage (MAPD): https://sfhss.org/kaiserpermanente-hmo-plan-documents

Dental (in alphabetical order):
- Delta Dental PPO: https://sfhss.org/delta-dental-ppo
- DeltaCare DMO: https://sfhss.org/deltacare-usa-dhmo
- UnitedHealthcare Dental DMHO: https://sfhss.org/unitedhealthcare-dentaldhmo

Vision (in alphabetical order):
- VSP Basic plan: https://sfhss.org/vsp-vision-plans
- VSP Premier plan: https://sfhss.org/vsp-vision-plans

5. Does SFHSS have a desired time period for conducting a DEVA of its members?

SFHSS Response:

SFHSS may consider releasing a formal Request for Proposal (RFP) as a result of responses to this Request for Information (RFI) per RFI Section IV (Submitting your Response). While the effective date for services would be subject to the City's procurement and contracting processes, SFHSS may consider conducting a DEVA in 2026 or 2027.

6. What is the average cost per dependent per year? We can use our historical pricing data and averages if you do not have this information.

SFHSS Response:

This information is not available. Please provide pricing considerations and estimates using your existing information.

7. **Which technology platforms does SFHSS utilize for payroll and benefits administration?**

    <u>SFHSS Response:</u>

    SFHSS utilizes PeopleSoft Human Capital Management to administer benefits for the four (4) participating employers described in RFI Section II (The San Francisco Health Service System), including medical and vision benefits for the San Francisco Unified School District and the San Francisco Community College District. These two (2) employers administer dental benefits for their employees using their own respective systems.

    SFHSS staff are responsible for the programming, configuration, design, development, and process monitoring of the PeopleSoft system, and partners with other City departments on an as-needed basis.

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