



# HEALTH SERVICE BOARD

## CITY & COUNTY OF SAN FRANCISCO

**Mary Hao**  
President

**Art Howard**  
Vice President

**Jack Cremen**  
Commissioner

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

**Diana Guevara**  
Commissioner

**Gus Vallejo**  
Commissioner

**Fiona Wilson, MD**  
Commissioner

**Rey Guillen**  
Executive Director  
Health Service System

**Holly Lopez**  
Executive Secretary

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

## **HEALTH SERVICE BOARD**

### **MEETING AGENDA**

Thursday, March 12, 2026, 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 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 March 12, 2026 (via [SFGovTV schedule](#))

**Click the link to join the meeting** – [March 12, 2026 HSB Regular Meeting WebEx link](#)

**Public Comment Call-In: 415-655-0001 / Access Code: 2660 255 1404 Webinar Password: 1145**

### Listening to the meeting via phone

1. Dial **415-655-0001** and then enter **access code** 2660 255 1404#, 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 [March 12, 2026 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 4 p.m. on Wednesday, March 11, 2026**, 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.

**1. CALL TO ORDER:**

**2. ROLL CALL:**

President Mary Hao-  
Vice President Art Howard-  
Commissioner John Cremen-  
Supervisor Matt Dorsey-  
Commissioner Diana Guevara-  
Commissioner Gus Vallejo-  
Commissioner Fiona Wilson, MD.-

**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:

**REGULAR BOARD MEETING MATTERS**

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

Presented by President Hao

DOCUMENTS ATTACHED:

February 12, 2026, HSB Regular Meeting Minutes Draft to be Approved

PUBLIC COMMENT:

ACTION:

**5. PRESIDENT'S REPORT: (Discussion)**

Presented by President Hao

PUBLIC COMMENT:

**6. DIRECTOR'S REPORT: (Discussion)**

Presented by Rey Guillen, SFHSS Executive Director

DOCUMENTS ATTACHED:

March 12, 2026, Director's Report

PUBLIC COMMENT:

**7. SFHSS FINANCIAL REPORT AS OF JANUARY 31, 2026: (Discussion)**

Presented by Teresa Tan, SFHSS Chief Financial and Affordability Officer

DOCUMENTS ATTACHED:

SFHSS Financial Report as of January 31, 2026, memo

SFHSS Financial Report as of January 31, 20256, presentation

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

PUBLIC COMMENT:

**8. REVIEW AND APPROVE STAFF RECOMMENDATION FOR THE REQUEST FOR PROPOSAL FOR FSA, COBRA, AND AB528 ADMINISTRATION EFFECTIVE JANUARY 2027 THROUGH DECEMBER 2031: (Action)**

Presented by Patrick Chang, SFHSS Principal Administrative Analyst

DOCUMENTS ATTACHED:

Staff Recommendation for the Request for Proposal (RFP) for FSA, COBRA, and AB528 Administration Effective January 2027-2031

PUBLIC COMMENT:

**RATES AND BENEFITS**

**9. PRESENTATION OF THE RATES AND BENEFITS CALENDAR FOR THE PLAN YEAR 2027: (Discussion)**

Presented by Rey Guillen, SFHSS Executive Director

DOCUMENTS ATTACHED:

Rates and Benefits Calendar for the Plan Year 2027

PUBLIC COMMENT:

**10. REVIEW AND APPROVE 10 COUNTY 2026 SURVEY RESULTS FOR 2027 PLAN YEAR RATES BOARD EDUCATION: (Action)**

Presented by Teresa Tan, SFHSS Chief Financial and Affordability Officer

DOCUMENTS ATTACHED:

10-County 2026 Survey Results for 2027 Plan Year Rates

PUBLIC COMMENT:

**11. REVIEW SELF-FUNDED AND FLEX-FUNDED HEALTH PLANS 2025 EXPERIENCE:(Discussion)**

Presented by Mike Clarke, Lead Actuary-Aon

DOCUMENTS ATTACHED:

Self-funded and Flex-Funded Health Plans 2025 Experience

PUBLIC COMMENT:

ACTION:

**12. REVIEW AND APPROVE HEALTH NET CANOPYCARE FLEX FUNDED HMO 2027 STABILIZATION RESERVE: (Action)**

Presented by Mike Clarke, Lead Actuary-Aon

DOCUMENTS ATTACHED:  
Health Net CanopyCare Flex Funded HMO 2027 Stabilization Reserve

PUBLIC COMMENT:

ACTION:

**13. REVIEW AND APPROVE SELF-FUNDED ACTIVE DENTAL PPO 2027 STABILIZATION RESERVE: (Action)**

Presented by Mike Clarke, Lead Actuary-Aon

DOCUMENTS ATTACHED:  
Self-Funded Active Dental PPO 2027 Stabilization Reserve

PUBLIC COMMENT:

ACTION:

**REGULAR BOARD MEETING MATTERS**

**14. REVIEW AND APPROVE SFHSS 2025 ANNUAL REPORT: (Action)**

Introduced by SFHSS Executive Director Guillen, and presented by Jessica Shih, SFHSS Communications Director

DOCUMENTS ATTACHED:  
SFHSS 2025 Annual Report  
SFHSS 2025 Annual Report Summary Presentation

PUBLIC COMMENT:

ACTION:

**15. SFHSS 2025 DEMOGRAPHICS REPORT: (Discussion):**

Presented by Rin Coleridge, SFHSS Chief Operating and Experience Officer

DOCUMENTS ATTACHED:  
SFHSS 2025 Demographics Report

PUBLIC COMMENT:

ACTION:

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

PUBLIC COMMENT:

**GOVERNANCE COMMITTEE MEETING MATTERS**

**17. REVIEW AND APPROVE THE 2025 ANNUAL BOARD SELF-EVALUATION REPORT DRAFT:**

**(Action)**

Presented by Committee Chair Wilson

DOCUMENTS ATTACHED:

2025 Annual Board Self-Evaluation Report

2025 Annual Board Self-Evaluation Report presentation

PUBLIC COMMENT:

ACTION:

**18. REVIEW AND APPROVE THE 2025 BOARD EDUCATION REPORT AND EDUCATION PLAN FOR 2026 DRAFT: (Action)**

Presented by Committee Chair Wilson

DOCUMENTS ATTACHED:

2025 Board Education Report and Education Plan for 2026

2025 Board Education Report and Education Plan for 2026 Presentation

HSB 2026 Education Plan Approved

PUBLIC COMMENT:

ACTION:

**19. REVIEW AND APPROVE PROCESS TO REVIEW CURRENT EVALUATION TOOLS FOR THE SELF-EVALUATION AND THE EMPLOYEE PERFORMANCE EVALUATION: (Discussion)**

Presented by Committee Chair Wilson

DOCUMENTS ATTACHED:

HSB Process and Timeline to Review the Annual Evaluation Tools

PUBLIC COMMENT:

**20. VOTE ON WHETHER TO HOLD CLOSED SESSION TO REVIEW AND APPROVE THE ANNUAL EMPLOYEE PERFORMANCE EVALUATION REPORT: (Action)**

Presented by Committee Chair Wilson

PUBLIC COMMENT:

ACTION:

**GOVERNMENT CODE SECTION 54957 (B)(1) AND SAN FRANCISCO ADMINISTRATIVE  
CODE 67.10(B): PUBLIC EMPLOYEE PERFORMANCE EVALUATION**

**21. REVIEW AND RECOMMEND THE 2025 ANNUAL EMPLOYEE PERFORMANCE EVALUATION  
REPORT DRAFT: (Action)**

Presented by Holly Lopez, Board Secretary

Employee and Position: Rey Guillen, SFHSS Executive Director

DOCUMENTS ATTACHED: 2025 Annual Employee Performance Evaluation Report DRAFT

PUBLIC COMMENT:

ACTION:

**RECONVENE IN OPEN SESSION**

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

Presented by President Hao

PUBLIC COMMENT:

ACTION:

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

Presented by President Hao

PUBLIC COMMENT:

ACTION:

**24. ADJOURNMENT:**

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

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

1. There will be an opportunity for 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 [March 12, 2026 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 <https://sfethics.org/>

**ChatGPT and Microsoft CoPilot AI were used to summarize and clarify discussion points in the agenda.**