

SAN FRANCISCO
HEALTH SERVICE SYSTEM

Annual Report

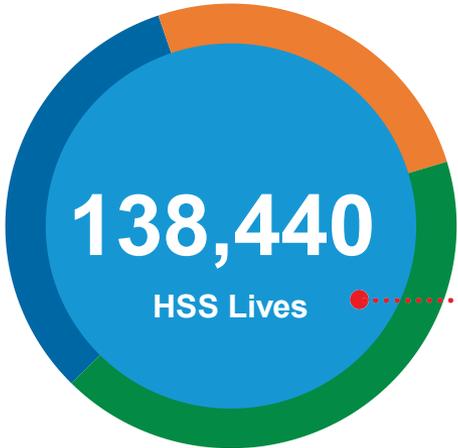
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Summary

Who We Serve

Established in 1937 by Charter Amendment No. 3, the San Francisco Health Service System (SFHSS) was created to provide medical care for municipal employees. Today, SFHSS administers medical, dental, vision, flexible spending accounts (FSA), and voluntary benefits to eligible employees and retirees of the City and County of San Francisco, Superior Court of San Francisco, San Francisco Unified School District, and City College of San Francisco.



51
HSS Staff

Current Service Ratio:
1 staff per 2,714 lives



Number of Members Eligible for Medical Coverage in 2025

	Count	Percent
Active Members	44,694	32%
Retiree Members	35,364	26%
Dependents	58,382	42%
Total Members	138,440	100%

Key Accomplishments & Highlights

Enhanced Financial Protection: SFHSS Partners with NYL



- Increased access to Supplemental Life Coverage by raising the Guaranteed Issue to \$200,000 during Open Enrollment.
- Made benefits easier to manage for the Members under one carrier and expanded Member support with free estate guidance and will preparation services.

69% 
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Employee Enrollment
Increased

89% 
.....
Dependent Enrollment
Increased

Implemented PCP Selection During Open Enrollment



402

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Individuals Chose Their PCP
During Open Enrollment



- Improved the enrollment experience by permitting Blue Shield HMO members to choose their preferred Primary Care Physician (PCP) during Open Enrollment.
- Eliminated random PCP assignments to help Members access care more quickly.

Expanded SFHSS Office Hours for Walk-Ins



7,603

Number of Walk-Ins



Our weekday hours are
9:00 a.m. to 4:30 p.m.,
with a 10:00 a.m.
opening on Thursdays

- Starting in September 2025, SFHSS added 3.5 hours per day of walk-in service during business hours.
- Offered Members more flexibility to get support, explore benefits options, and access-in person assistance.

Increased Mental Health Education for Our Members



- Expanded Member access to resources and engagement through the introduction of the Employee Well-Being Resource Fair and a four-week well-being activity challenge, *Good Nurtured*.
- Launched new Mental Health Awareness tools and training, including a Mental Health Awareness Toolkit for leaders, an Employee Assistance Program (EAP) Pocket Guide and a Mental Health First Aid Introduction course for Members.

1,027 

Employees participated in *Good Nurtured*, our four-week well-being challenge

530+ 

Registered for Mental Health First Aid training

208 

Employees and 17 Organizations joined our First Well-Being Resource Fair

Increased Well-Being Efforts Through Well-Being Champions



3 

Dedicated Well-Being
Team Members
Leading the Effort

224 

Well-Being Champions
supporting members
across City departments

12.5%

Growth in the Well-Being
Champions network
across City departments

- The Well-Being Champions grew from a three-member team into a 224-member network across the City departments, expanding their reach by 12.5% from last year to help more Members access and learn about available well-being resources.
- Champions serve as trusted, knowledgeable resources who support Members by promoting well-being, encouraging learning opportunities, and fostering engagement within their departments.

Improving Member Experience Through Data Driven Insights

- In 2024, SFHSS started its first Member Satisfaction Survey to gather valuable feedback from Members, establish a benchmark for service quality, and apply improvements in training the SFHSS' Member Services staff.
- By June 2025, member satisfaction rose by 3%, exceeding the 2% target and demonstrating the positive effect of targeted improvements.



3% 

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Increase in Member Satisfaction



33,683

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Calls Handled in 2025 by Member Services

5:37 mins

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Average Speed of Answer

7:32 mins

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Average Handle Time



Thank You