HEALTH SERVICE BOARD
CITY & COUNTY OF SAN FRANCISCO

Art Howard
President

Fiona Wilson, MD
Vice President

Jack Cremen
Commissioner

Supervisor Matt Dorsey
District 6
Commissioner

Diana Guevara
Commissioner

Mary Hao
Commissioner

Gus Vallejo
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, November 12, 2026, 3:00 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 3:00 p.m. on November 12, 2026 (via SFGovTV schedule)
Click the link to join the meeting – November 12, 2026 HSB Regular Meeting WebEx link
Public Comment Call-In: 415-655-0001 **/ Access Code:** 2664 089 4165 **Webinar Password**: 1145

Listening to the meeting via phone

1. Dial **415-655-0001** and then enter **access code** 2664 089 4165#, 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 Novmber 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 and **received by 4 p.m. on Wednesday, November 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 Art Howard-
   Vice President Fiona Wilson-
   Commissioner John Cremen-
   Supervisor Matt Dorsey-
   Commissioner Diana Guevara-
   Commissioner Mary Hao-
   Commissioner Gus Vallejo-

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:

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

   DOCUMENTS ATTACHED:
   October 8, 2026 HSB Regular Meeting Minutes Draft to be Approved
   October 26, 2026, HSB Governance Committee Meeting Minutes Draft to be Approved

   PUBLIC COMMENT:

   ACTION:

5. **PRESIDENT'S REPORT: (Discussion)**
   Presented by President Howard

   DOCUMENTS ATTACHED:
   No documents

   PUBLIC COMMENT:

6. **DIRECTOR'S REPORT: (Discussion)**
   Presented by Rey Guillen, SFHSS Executive Director

   DOCUMENTS ATTACHED:
   November 12, 2026, Director's Report
   November 12, 2026, Director's Report Presentation

   PUBLIC COMMENT:

7. **SFHSS FINANCIAL REPORT AS OF SEPTEMBER 30, 2026: (Discussion)**
   Presented by Teresa Tan, SFHSS Chief Financial and Affordability Officer

   DOCUMENTS ATTACHED:

SFHSS Financial Report as of September, 2026, memo
SFHSS Financial Report as of September 30, 2026, presentation

PUBLIC COMMENT:

8. **Annual Report on the Audit of the SFHSS Financial Statements Related to its Other Employee Benefit Trust Fund (the Trust): (Action)**
Presented by Teresa Tan, SFHSS Chief Financial and Affordability Officer, Craig Harner, MGO, and Yia Yiang, MGO

DOCUMENTS ATTACHED:
MGO Audit Results Presentation Year End 6-2025
MGO SFHSS Financial Statements Year End 6-2025
MGO Required Communications with Those Charged with Governance Year End 6-2025

PUBLIC COMMENT:

ACTION:

GOVERNANCE COMMITTEE MEETING MATTERS

The Governance Committee met on October 26, 2026. The Committee will give a brief update on matters discussed and/or recommendations made in this committee. The committee reviews, develops, and oversees governance policies and practices of the Health Service Board.

9. **REVIEW AND APPROVE THE SFHSS RULES AND SECTION 125 CAFETERIA PLAN FOR PLAN YEAR 2026 REVISIONS: (Action)**
Presented by Committee Member Wilson

DOCUMENTS ATTACHED:
SFHSS Rules and Section 125 Cafeteria Plan PY2027 Revisions Presentation
SFHSS Rules and Section 125 Cafeteria Plan PY2027 Revisions Summary
SFHSS Rules PY2027 Revisions Redlined
SFHSS Section 125 Cafeteria Plan PY2027 Revisions Redlined

PUBLIC COMMENT:

ACTION:

REGULAR MEETING MATTERS

10. **2027 STAR RATING PERFORMANCE REVIEW AND IMPROVEMENT PLAN FOR THE BLUE SHIELD MEDICARE PPO: (Discussion)**
Presented by Amy Dehart, BSC Area Vice President of Premier Accounts, and Alex Uhm, BSC Vice President/General Manager for Medicare

DOCUMENTS ATTACHED:
2027 Start Rating Performance Review and Improvement Plan for the Blue Shield Medicare PPO

presentation

PUBLIC COMMENT:

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

PUBLIC COMMENT:

12. **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 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, 628-652-4646.

To access the meeting remotely as an accommodation, please use November 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. The following email has been established to contact all members of the Health Service Board: 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.