



# HEALTH SERVICE BOARD

## CITY & COUNTY OF SAN FRANCISCO

**Randolph Scott**  
President

**Mary Hao**  
Vice President

**Karen Breslin**  
Commissioner

**Chris Canning**  
Commissioner

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

**Stephen Follansbee, M.D**  
Commissioner

**Claire Zvanski**  
Commissioner

**Abbie Yant, MA, RN**  
Executive Director  
Health Service System

**Holly Lopez**  
Executive Secretary

TEL (628) 652-4646  
FAX (628) 652-4703  
<http://www.sfhss.org/>

### HEALTH SERVICE BOARD

### REGULAR MEETING MINUTES

Thursday, February 8, 2024, 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 general 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. Each comment is limited to 3 minutes. 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.

**Watch** at 1:00 p.m. on February 8, 2024 (via [SFGovTV schedule](#))

**Click the link to join the meeting** – [February 8, 2024 HSB Regular Meeting WebEx link](#)

**Public Comment Call-In: 415-655-0001 / Access Code: 2664 113 4292 Webinar Password: 1145**

### Listening to the meeting via phone

1. Dial into **415-655-0001** and then enter **access code** 2664 113 4292 then #
2. Enter Webinar Password: 1145 then press #
3. Press \*3 to be added to 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.**
4. You will be muted when your time to speak has expired.

### Watching the meeting on WebEx

1. Join via hyperlink [February 8, 2024 HSB Regular Meeting WebEx link](#)
2. **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.
3. 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.
4. 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 5 p.m. on Wednesday, February 7, 2024** 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, summarized and read aloud by the Board Secretary during the specific agenda item, and included in the meeting minutes. In the body 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.

The Health Service Board meeting recording is available on the [February 8, 2024, HSB Meeting webpage](#). Regular Board meeting recording archives are available on the [SFGovTV Health Service Board meeting webpage](#).

1. **CALL TO ORDER:** 1:02 p.m.

2. **ROLL CALL:**

President Randy Scott- Present  
Vice President Mary Hao- Excused  
Commissioner Karen Breslin- Present  
Commissioner Chris Canning- Excused  
Supervisor Matt Dorsey- Present Arrived at 3:09 p.m.  
Commissioner Stephen Follansbee, MD - Present  
Commissioner Claire Zvanski- Present

3. **GENERAL PUBLIC COMMENT – 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: None

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

[See pdf of January 11, 2023, Health Service Board Regular Meeting Minutes Approved](#)

Commissioner Breslin moved to approve the minutes with edits. Commissioner Follansbee seconded the motion.

PUBLIC COMMENT: None

VOTE:

Ayes: Breslin, Follansbee, Scott and Zvanski

Noes: None

Absent for vote: Dorsey

**ACTION: The Health Service Board unanimously approved the January 11, 2024 Health Service Board Regular Meeting Minutes with edits.**

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

President Scott said that his report for this month would be contained in the next Agenda Item number 6.

PUBLIC COMMENT: None

6. **REVIEW AND APPROVE HEALTH SERVICE BOARD REMOTE PUBLIC COMMENT PROTOCOL: (Action)**

[See pdf of Health Service Board Remote Public Comment Protocol](#)

President Scott said he brought this matter to the Board in December regarding the public comment process and any desired modifications. He mentioned the process had been adjusted throughout the pandemic based on the Mayor’s and City Attorney’s offices’ guidance. President

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

Scott reminded the Board that he requested an agenda item be brought to the Board about

1. A review of the past six months public comment usage and costs,
2. Information on how other Boards handled similar guidance and
3. City Attorney's written guidance on addressing disruptive comments. President Scott said the agenda item will take action on how the Board will proceed with public comment.

Executive Director Abbie Yant and Board Secretary Holly Lopez presented the following items:

- Public Comment Practices History and Timeline
- Current
- Questions to Resolve: Public Comment Practice and Address protocol for disruptions to public comment.
- Discussion
- Recommendations

Jennifer Donnellan, City Attorney, said she provided an attorney-client privilege memo to the Board on disruptive public comment and left messages with each Board member to discuss further.

Commissioner Breslin said originally, she thought the remote public comment added too much time to the meeting but changed her mind. Commission Breslin said as a fiduciary, she wants more members to participate, and the current practice allows more members, especially those living out of town, to attend meetings.

Commissioner Follansbee asked how much time would be saved if the Board discontinued the current remote public comment practice and only offered remote public comment for those requesting accommodation due to a disability. Holly Lopez, Board Secretary, said there would be minimal change to the meeting preparation process. Holly Lopez said when Commissioner meetings returned in person, Board Secretaries were advised to set up the remote public comment option via Webex for every Board meeting regardless of the Commission's in-person or remote public comment practices. This technology makes the remote public comment option available; however, the individual Commissions could choose to share on their agendas or reserve only for accommodation requests.

Commissioner Zvanski said the Retirement Board serves the retiree membership, and its critical retirees have access to the meeting. Commissioner Zvanski asked if the board survey included the retirement board and their experiences with public comment. Holly Lopez said the Retirement Board offers remote public comment for every meeting.

Executive Director Yant recommended staff work with the Attorney's office to update public comment instruction to include disruptive behavior protocol. The Chair and Board Secretary will be trained in advance should they need to implement.

Commissioner Breslin moved to continue the current practice of remote public comment. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None

VOTE:

Ayes: Breslin, Follansbee, Scott and Zvanski

Noes: None  
Absent for vote: Dorsey

**ACTION: The Health Service Board unanimously approved continuing remote public comment on every agenda item.**

7. **DIRECTOR'S REPORT: (Discussion)**  
[See pdf February 8, 2024, Director's Report](#)

Abbie Yant, SFHSS Executive Director, presented the following items:

- Blackout Notice Period November 9, 2023, through June 2024
- United Healthcare and UCSF Medical Group Situation
- Health Service Board 2024 Election
- Racial Equity, Diversity, and Cultural Heritage Celebrations
- Medicare RFP Update
- Health Care Affordability Board and Advisory Committee
- Divisional Reports
  - Human Resources Personnel
  - Operations
    - Enterprise Systems and Analytics
    - Member Services
    - Communications
  - Finance and Budget
    - Contracts
  - Well-Being

President Scott said the UCSF Medical Group and United Healthcare situation has been a concern for the board over the past several months. President Scott thanked Executive Director Yant for her efforts and for using her influence to address the issue. He thanked all parties involved for taking steps to reach an agreement and appreciated their focus on the critical issue. President Scott commended everyone for their work and efforts in resolving the matter.

Commissioner Follansbee expressed his gratitude for the Request for Proposal (RFP) and acknowledged the expertise involved in the process. Commissioner Follansbee skimmed the addendum 1-3 question 47 that outlined whether it was mandatory to have a Primary Care Physician (PCP) requirement for the United Healthcare (UHC) doctor's plan. He said while the UHC doctor's plan does require a PCP, bidders for the plan are not required to have a PCP requirement in their proposals. Commissioner Follansbee expressed concern because one of the strategic plan's goals was to enhance primary care, and he was unsure why the RFP would allow plan applicants not to have a PCP requirement for this plan. He requested further explanation on this decision as he believed requiring a PCP is a critical issue that should be addressed. Executive Director Yant reminded everyone that the content of the RFP cannot be discussed. He said neither she nor the staff can respond to questions outside the structured process. Commissioner Breslin understood that UHC doesn't require you to see a primary care doctor for a referral so that a member can go directly to a specialist. Commissioner Follansbee clarified that his concern is that every member has a PCP on record who can address the primary care issues. Commissioner Zvanski recalled any discussion of the RFP was proprietary until the RFP concluded. Commissioner Follansbee asked Jennifer Donnellan to research and confirm if staff can respond to questions.

PUBLIC COMMENT: None

**8. SFHSS FINANCIAL REPORT AS OF DECEMBER 31, 2023: (Discussion)**

[See pdf SFHSS Financial Report as of December 31, 2023 memo](#)

[See pdf SFHSS Financial Report as of December 31, 2023 presentation](#)

Iftikhar Hussain, SFHSS Chief Financial Officer, presented the following items:

- SFHSS Financial Report Highlights
  - Employee Benefit Trust Fund
  - Sustainability Fund
  - General Fund Administrative Budget
  - Audit Update

Commissioner Breslin noted that dental claims are higher than the prior year but lower than the plan. Iftikhar Hussain said there was a significant variance last year. He said preventative care has increased but not as much as we targeted.

PUBLIC COMMENT: None

**9. SFHSS 2024 DEMOGRAPHICS REPORT: (Discussion)**

[See pdf SFHSS 2024 Demographics Report](#)

[See pdf SFHSS 2024 Demographics Report presentation](#)

Rin Coleridge, Director of Enterprise Systems and Analytics, presented the following items:

- Key Observations: 5 Year Trends
- Key Observations: Waived Individuals
- Key Observations: Vision Benefits
- Key Observations: Enrollment Levels
- Key Observations: SFHSS population
- Key Observations: Collection of Race/Ethnicity Data
- Key Observations: Prop B

President Scott commended Rin Coleridge and the Enterprise System and Analytics team for the report and noted how the report supports the renewal process and highlights open enrollment processes. President Scott thanked Rin Coleridge for their leadership, hard work, and diligence.

Commissioner Zvanski asked if we know if those non-Medicare retirees who waived coverage are covered through another prior employer. Rin Coleridge said SFHSS does not have that information. Rin Coleridge said SFHSS data only shows people who currently work for the City or retired from the City, but there is no way of knowing if people receive coverage elsewhere.

Commissioner Follansbee complimented Rin Coleridge and emphasized the report's importance in understanding the member demographics. Commissioner Follansbee noted the importance of considering where people live versus where they work when assessing healthcare access. He said in some counties, people live further from urban centers due to lowering housing costs, leading to varying commute times within a county. Commissioner Follansbee asked if there are methods to understand and address the impact of commuting related to the social determinants of healthcare access. Rin Coleridge said there are ways to analyze this further with home zip codes, employment location, and where members seek care, and we have done some of this analysis.

PUBLIC COMMENT: None

**BREAK:** 1:50 -2:07 p.m.

**ROLL CALL:**

President Randy Scott- Present  
Commissioner Karen Breslin- Present  
Supervisor Matt Dorsey- Arriving shortly  
Commissioner Stephen Follansbee, MD- Present  
Commissioner Claire Zvanski- Present

**10. BOARD EDUCATION: EMPLOYER BUDGET POSITIONS: (Discussion)**

[See pdf Board Education Employer Benefit Positions](#)

- Ben Rosenfield, City Controller, and Anna Duning, Mayor's Budget Director with the City and County of San Francisco
- Amy Baer, Associate Superintendent of Human Resources San Francisco Unified School District, Swen Ervin, Senior Executive Director, and Jeremy Balli, Director, Human Resources Employee Services
- Clara Starr, Associate Vice Chancellor for Human Resources, and Lydia Jenkins, Senior Director of Human Resources, City College of San Francisco

Abbie Yant, SFHSS Executive Director, thanked the presenters for their presentations and noted this momentous occasion that the Health Service System had gathered its employees for a discussion. Executive Director Yant said the Superior Courts J.M. Muñoz, Chief Human Resources Officer for the Superior Court of California, County of San Francisco was not in attendance at today's meeting, however, he provided information about the Courts SFHSS membership

The San Francisco Superior Court has 448 employees, including one court Commissioner and 49 judges. All court employees are eligible for health benefits through HSS and are members of the San Francisco Employees' Retirement System (SFERS) and Superior Court Judges who do not qualify for health benefits unless they previously worked for the City and have tenure there. So, 11 judges fall under this exception.

Ben Rosenfield City Controller and Anna Duning, Mayor's Budget Director, resented the following items:

- Fiscal Outlook –Deficit Grows to \$1.3 billion
- Fiscal Outlook –Major Assumptions in Forecast
- Five-Year Report Update –Summary
- Revenue Assumptions & Trends
- Key Revenue Sources Down by 20%
- Office Vacancy Rates Still Climbing
- SF Worse Off Than Other Major Metros
- Assessment Appeals Pose Major Risk
- Transfer Tax Revenue at Great Recession-Era Low
- Hospitality Rebound Stalling
- Local & State Sales Tax Slowing
- Key Expenditures
- Salary & Benefits –30% Growth in 5 Years
- Health Care Cost Growth at 9-10%

- Fiscal Outlook –Additional Risks & Uncertainties

Commissioner Zvanski asked if the increasing healthcare cost of \$30-\$40 million is for the public. Anna Duning said the \$30-\$40 million is for benefits packages for active and retired employees that the City pays for. President Scott acknowledged that Controller Ben Rosenfeld is an appointing authority for one seat on the Health Service Board. He thanked him for his confidence in appointing President Scott to the Board. President Scott said Ben Rosenfeld would leave his role in the City at the end of this month and expressed his gratitude for his dedication and diligence as Controller for the City and County of San Francisco.

Amy Baer, Associate Superintendent of Human Resources, Swen Ervin, Senior Executive Director, and Jeremy Balli, Director of Human Resources Employee Services, San Francisco Unified School District, presented the following information:

- SFUSD Employees
- Labor Groups
- Competitive Hiring Markets
- Budget Realities

President Scott asked if the Kaiser Permanente plan has a shared employer/employee cost. Amy Baer said that is correct. In the past, the employer has always had the contribution, so the employee had a free option for just an employee-only coverage- that is no longer an option. President Scott asked what dollar amount or percentage the employee pays. Jeremy Balli stated that the average cost of employee-only coverage for Kaiser Permanente is currently around \$19.40 for our teachers and approximately \$13 for our SEIU union biweekly employees. The labor unions have informed SFUSD that the cost increase will be a central focus of this year's negotiations, with potentially significant impacts on the employer contribution. President Scott mentioned SFHSS's concerns about challenges to restoring and rectifying the electronic interface between SFUSD's EMPOWER system and PeopleSoft, the HRIS system used by HSS to manage the enrollment of its members in its health plans. President Scott said as we go forward, SFHSS will continue to offer help to support the School District. Amy Baer said she began her role in July 2023 and understands the significant problems the district is facing with moving to a new Enterprise resource planning (ERP) software system, and the resolution is a priority.

Clara Starr, Associate Vice Chancellor for Human Resources, and Lydia Jenkins, Senior Director of Human Resources at City College of San Francisco, presented the following items:

- CCSF Employees Enrolled in Medical
- Employer Cost % of Increases
- Employer Annual Total Cost Overview
- CCSF Employees Enrolled in Medical

President Scott asked for the number of City College of San Francisco employees. Clara Starr said there are roughly two thousand employees. President Scott noted about 50% of total employees enrolled in medical benefits. Clara Starr said that is correct. She said the employer cost increased for the two most significant plans, Blue Shield Access+ by 14.40% and Kaiser Permanente by 12.41%.

Commissioner Follansbee asked if the state reimbursements vary by cost of living and if there are special rates for those living in high-cost counties. Clara Starr said the state budget reimbursement doesn't take into account the high cost of living, and City College of San Francisco expects a negative impact on the 2025-2026 budget.

President Scott thanked the employers for their time and for sharing the impacts of their work relationship. He likened the continuous rise in healthcare costs to rust, always present but with varying degrees each year. He said the Board has been actively examining various aspects of its benefits design, such as deductibles and copays, in collaboration with health plans. He assured the employer representatives that their concerns are central to the Board's efforts. President Scott said Director Yant and the Health Service System staff will continue to work closely with the employers to provide insights advance notice on anticipated major changes or challenges whenever possible. President Scott emphasized that the employer representatives' concerns remain a priority for the Board, promising to stay focused on addressing them.

Executive Director Yant expressed gratitude for the opportunity to collaborate directly with each department during the preparation for their presentations. She emphasized the importance of engagement and hoped for closer collaboration as we advance, particularly on a policy level. Executive Director Yant acknowledged the strong day-to-day operational relationships and encouraged continued collaboration on policy issues. She then challenged the health plans present to strive for improvements across the board. Executive Director Yant highlighted the shared struggle among employers to recruit and retain quality staff while providing affordable benefits, stressing the need to address the rising costs that have become unsustainable.

PUBLIC COMMENT: None

## RATES AND BENEFITS

### **11. PRESENTATION OF THE 2024 RATES AND BENEFITS CALENDAR FOR THE PLAN YEAR 2025 BOARD EDUCATION: (Discussion)**

[See pdf Rates and Benefits Calendar Schedule for the Plan Year 2025](#)

Abbie Yant, SFHSS Executive Director, said the rates and benefits calendar is available to view each month, and she released the February 22 meeting hold date.

PUBLIC COMMENT: None

### **12. REVIEW AND APPROVE THE HARTFORD FULLY INSURED 2025 RATES AND CONTRIBUTIONS (LIFE INSURANCE, ACCIDENTAL DEATH & DISMEMBERMENT, AND LONG-TERM DISABILITY PLANS): (Action)**

[See pdf Hartford Fully Insured 2025 Rates and Contributions \(Life Insurance, Accidental Death and Dismemberment, and Long-Term Disability Plans\)](#)

Mike Clarke, Aon presented the following items:

- Recommendation Summary
- Introduction
- Prior Renewal Background
- Employer-Paid Coverage – Basic Life Insurance
- Employer-Paid Coverage – Long-Term Disability Insurance (LTD)
- Member-Paid Coverage – Supplemental Employee and Dependent Life Insurance/ AD&D
- Overall Renewal Summary – Expected Aggregate 2025 Premiums
- Recommendation to the Health Service Board

President Scott said the three-year commitment will end in 2025 and asked if discussions have begun for the next multi-year renewal. Abbie Yant said the Health Service System looks at the

entire suite of services under contract and determines how we work with vendors going forward. The Health Service System considers the potential for Request(s) for Proposal (RFP) in July, August, and September each year—so for The Hartford’s next renewal cycle, consider if an RFP is recommended versus a plan renewal process. Mike Clarke said the actuary team always strives to procure fair yet lowest rates possible for the coverages, and our Aon team will discuss with the Health Service System the optimal method we collectively feel can achieve a best SFHSS outcome for The Hartford coverages into the 2026 plan year.

Commissioner Follansbee urged members to read the presentation for life insurance claim details included because there are details about the claims year over year. The data reinforces that member actions like cancer screening and prevention of heart disease can keep these rates low.

Commissioner Follansbee moved to approve the rates for The Hartford fully Insured 2025 Rates and Contributions (Life Insurance, Accidental Death & Dismemberment, and Long-Term Disability Plans). Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None

VOTE:

Ayes: Breslin, Follansbee, Scott and Zvanski

Noes: None

Absent for vote: Dorsey

**ACTION: The Health Service Board unanimously approved the rates for The Hartford Fully Insured 2025 Rates and Contributions (Life Insurance, Accidental Death & Dismemberment, and Long-Term Disability Plans).**

President Scott announced the Board will move into the Committee as a whole on finance and welcomed Budget and Finance Committee Chair Follansbee to lead the meeting.

## FINANCE AND BUDGET COMMITTEE

The Committee Chair will give a brief update on matters discussed and/or recommendations made by this committee. The committee reviews all budgetary and financial issues that pertain to the San Francisco Health Service System.

### **13. REVIEW AND APPROVE PROPOSED SAN FRANCISCO HEALTH SERVICE SYSTEM FISCAL YEAR 2024-25 AND FISCAL YEAR 2025-26 GENERAL FUND ADMINISTRATIVE BUDGET: (Action)**

[See pdf of Proposed SFHSS General Fund Administration Budget FY 2024-2025 and 2025-2026 Presentation.](#)

Iftikhar Hussain, SFHSS Chief Financial Officer, presented the following items:

- Background and Board Action
- Health Service System Budget Overview
- General Fund Budget Highlights
- General Fund Proposed Budget versus Target
- General Fund Budget
- General Fund – Labor and Benefits
- General Fund -Continuing Authority Fund –Dream Keeper

- Recommendation to HSB

Iftikhar Hussain highlighted four budget areas: 1. Continue the First Responder EAP program funded by the supported department, 2. Additional legal expenses for plan year 2026 health plan Request for Proposals, 3. Cost of the Health Service Board Election, and 4. Move two manager positions to the Healthcare Sustainability Fund to meet the Mayor's General Fund budget target.

Commissioner Follansbee asked Iftikhar Hussain to elaborate on the two manager positions moving back to the Healthcare Sustainability Fund. Iftikhar Hussain said the recommendation is to transfer the Well-Being Manager and the Communications Manager back to the Healthcare Sustainability Fund. He said the proposed plan would increase attrition by one more vacant position to meet the Mayor's additional 5% contingency target. Commissioner Follansbee asked who decides which position will be moved to attrition and how it is determined which position will be moved to attrition. Iftikhar Hussain said the Health Service System decides which position is held vacant to control salary expenses. Executive Director Yant said positions will be evaluated as they become vacant. Commissioner Follansbee emphasized the importance and value of every position within the department, and no one should be considered expendable or less critical than others. Commissioner Follansbee expressed concern that it must be disheartening for employees to leave only to know their positions will be vacant. Commissioner Zvanski also voiced concern about positions moving to attrition. She pointed out that certain positions are task-specific, and as a role becomes vacant, tasks are absorbed by other positions, which may call for a change in job descriptions.

Executive Director Yant pointed out that full-time equivalent (FTE) positions have stabilized over the past year as the Great Resignation has subsided. Executive Director Yant recognized the message from the Mayor's Budget Director, comparing the current situation to the challenges faced in 2008 and emphasizing the need to prepare for the current challenges. Executive Director Yant said creative thinking will be essential to navigate the upcoming budget difficulties, especially regarding what the department can provide. She mentioned the proposed increase to the Sustainability Fund could be beneficial.

Iftikhar Hussain said the Department of Public Health (DPH) would like the Health Service System to administer a General Continuing Authority Fund for employee healing circles. President Scott asked for further details on the healing circles. Iftikhar Hussain said the Healing Circles are clinician-led groups that offer a safe space where employees who identify as Black, African, and African American can get support from people who share similar cultural backgrounds to build belonging that enhances their health and well-being. Iftikhar Hussain explained that the request is connected to the Citywide Dream Keeper Initiative launched in 2021 to reinvest \$60 million into San Francisco's diverse Black communities. The Department of Human Resources would transfer \$1 million to the Health Service System to continue the program. The Continuing Authority Fund outlines the designated purpose and offers a flexible timeline for the funds to be used. The Mayor's Office will give final approval to the proposal in accordance with the Dream Keeper's Initiative. Commissioner Follansbee asked if the Well-Being Manager would oversee the program. Iftikhar Hussain said the Well-Being manager would oversee the program and be given additional resources to carry out the program. Executive Director Yant said the Health Service System piloted the program with the Department of Public Health, Department of Human Resources and then collaborated with the Office of Racial Equity. Executive Director Yant highlighted the program's meaningfulness, yet it is still new and requires alignment amongst all departments. She said the funds have been identified to support the implementation, and the Board will receive a presentation as the program progresses.

Commissioner Zvanski moved to approve the San Francisco Health Service System fiscal year 2024-2025 and Fiscal Year 2025-2026 General Fund Administrative Budget and General Fund Continuing Authority Fund. Commissioner Breslin seconded the motion.

PUBLIC COMMENT: None

VOTE:

Ayes: Breslin, Dorsey, Follansbee, Scott and Zvanski

Noes: None

**ACTION: The Health Service Board unanimously approved the San Francisco Health Service System fiscal year 2024-2025 and Fiscal Year 2025-2026 General Fund Administrative Budget and General Fund Continuing Authority Fund.**

**14. REVIEW AND APPROVE PROPOSED SAN FRANCISCO HEALTH SERVICE SYSTEM FISCAL YEAR 2024-25 AND FISCAL YEAR 2025-2026 HEALTHCARE SUSTAINABILITY FUND BUDGET: (Action)**

[See pdf Proposed SFHSS Healthcare Sustainability Fund Budget FY 2024-2025 and 2025-2026 Presentation](#)

Iftikhar Hussain, SFHSS Chief Financial Officer, presented the following items:

- Background and Board Action
- Board Budget Overview
- Healthcare Sustainability Fund Budget Highlights
- Healthcare Sustainability Fund Budget and 5-Year Forecast
- Recommendations to the Health Service Board

Iftikhar Hussain said the All Payers Claim Database (APCD) is not fully used and acts as a standalone system, so the department is looking for a more collaborative model that would lower the cost and increase the system's effectiveness. Iftikhar Hussain said the e-Benefits system, which is the core system for enrollments and programs, is sunsetting, so it must be replaced. Iftikhar Hussain said there is a \$300,000 request to enhance the Dependent Eligibility Verification Audit (DEVA) infrastructure. The DEVA request is for an electronic mechanism to accept documents and communicate with members. This is a one-time set-up that will make the compliance process more efficient and effective. President Scott reiterated that the department has been conducting audits for several years using different methods, including an external vendor as well as internal processes. This budget request would support these ongoing audits. This is necessary from a fiduciary standpoint to meet compliance requirements and verify the dependents claimed by members in health plans. President Scott acknowledged while it may not be pleasant for members selected for the process, it is necessary. Iftikhar Hussain said the process is mainly done by mail, and introducing an electronic tool will streamline it. Iftikhar Hussain said the budget would continue to fund mental health resources like Credible Mind, health coaching, diabetes prevention programs, annual flu clinics, and webinars on health and well-being. Commissioner Follansbee stated these offerings help to decrease healthcare costs overall by getting members channeled into the right program at the right time for their identified health concerns.

Iftikhar Hussain reminded the Board that the department conducts an annual review of the Healthcare Sustainability Fund to determine funding priorities and adjust the assessment

accordingly. This year, the department recommends increasing the per member per month (PMPM) cost from \$3 to \$4 to ensure the fund's sustainability through 2028. Iftikhar explained that the adjustment is necessary for transferring two positions back to the fund. The impact for the active members would result in a cost-sharing of 93% by the employer and 7% by the employee. Retiree benefits are based on the ten-county survey so that they would pay the total increase. Commissioner Follansbee asked when the last time was the Per Member Per Month (PMPM) rate was increased. Iftikhar Hussain said the previous increase was in 2017. Commissioner Follansbee noted that in the last seven years, the fund has taken on many important initiatives, and he appreciated how carefully the funds have been managed.

President Scott moved to approve the Health Service System fiscal years 2024-2025 and 2025-2026 of the Healthcare Sustainability Fund, including the assessment of \$4 per member per month beginning in plan year 2025. Commissioner Zvanski seconded the motion.

PUBLIC COMMENT: None

VOTE:

Ayes: Breslin, Dorsey, Follansbee, Scott and Zvanski

Noes: None

**ACTION: The Health Service Board unanimously approved the Health Service System Fiscal Year 2024-2025 and 2025-2026 of the Healthcare Sustainability Fund, including the assessment of \$4 per member per month beginning in plan year 2025.**

## REGULAR BOARD MEETING MATTERS

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

Kaiser Permanente: Debbie McConathy, Senior Executive Account Manager, followed up on Commissioner Follansbee's request about communications for the Walk-in Vaccine Clinic that moved from the Civic Center to the French Campus. Communications included:

- Posted signage outside the City Center vaccine clinic at the French Campus.
- Tweeted about the closure.
- Message to Northern California members in the January e-newsletter.
- Notified about that change in mid-November, but it was too late to put it into the December e-newsletter.
- Updated the kp.org and Thrive site which is kp.org/sanfrancisco websites. We provided an update on the
- Updated My Doctor Online app, the hotlines, the appointment and call advice center, and Google.

PUBLIC COMMENT: None

### **16. ADJOURNMENT:** 3:28 p.m.

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

1. There will be an opportunity for general 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.
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 pm 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, summarized and read aloud by the Board Secretary during the specific agenda item, and included 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. 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.

## **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. 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 [February 8, 2024 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). Health Service Board telephone number: 628-652-4646

## **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 [www.sfgov.org/ethics](http://www.sfgov.org/ethics).

**Generative AI was used to summarize and clarify discussion points in the meeting minutes.**