

MEMORANDUM

March 14, 2019

TO: Karen Breslin, President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: February 2019 Board Report

Introduction

Rates and Benefits cycle is now in full swing. SFHSS is in receipt of several renewal offers from our vendors. We are preparing to issue the medical plan requests for proposals in June 2019.

Vendor Black Out Period – Reminder

The HSB approved the vendor Blackout period commencing November 9, 2018. As a reminder, this black out period is still in effect. Medical, Dental and Vision vendor renewal meetings are underway. The current version of the Rates and Benefits Calendar is in your meeting packet.

Excise Tax

A bill to amend the Internal Revenue Code of 1986 to repeal the excise tax on high-cost employer sponsored health coverage was introduced to the Senate on March 6, 2019. We will report on this bill as we learn more. [Middle Class Health Benefits Tax Repeal Act 2019 \(S 684\)](#)

Cataract White Paper Follow UP

Per the request of our membership, SFHSS further investigated Medicare coverage for both traditional and laser-assisted cataract surgery. The Medicare fee structure sets one negotiated price for cataracts regardless of the surgical method used for either traditional and laser-assisted cataract surgery. SFHSS members pay relevant co-pay and deductibles. Therefore, ophthalmologists that use both methods choose not to use the laser-assisted method unless medically indicated. Some ophthalmologists offer elective Laser surgery in a variety of packages and a range of prices to members on a case by case basis.

2019 Health Service Board Elections – in process

The Health Service Board election will take place during the month of May 2019. The Department of Elections (DOE) is conducting this election. The Board Secretary is collaborating with the City Attorney's office and the DOE. The 2019 election will include two members elected by the active and retired members of the HSS for the term from June 2019-May 2024. The official election practices began on January 11, 2019, when the nomination forms were made available for all SFHSS members to pick up from our offices or download from our website.

SFHSS has created a special email address for the election, HSB.Elections@sfgov.org. This new email address allows our members to contact us at any time if they have any questions about the nomination process, the voting process, or any general questions that may arise during this election season. The Board Secretary is managing communications for the election and is coordinating with the DOE. The Operations Team is also aware of this communications plan, so if people call or walk into the office for election needs they are directed to the Board Secretary.

- **February 21, 2019** – Nominees were notified of the nomination status.
- **February 28, 2019** – Candidates met at the Department of Elections for an orientation meeting.
- **March 27, 2019** – Deadline for candidates to file their Election Statements with the Department of Elections.
- **April 30, 2019** – Ballots are mailed out by the Department of Elections to SFHSS members.
- **May 9 through May 29, 2019** – Election is live. All ballots **MUST** be mailed back to the Department of Elections. No ballots can be delivered to SFHSS offices.
- **May 30, 2019** – Ballots are counted, and winners are announced.
- **June 13, 2019** – Elected members begin their term on the Health Service Board.

Follow up from prior Board Meetings

Matters brought before the Health Services Board – tracked until completed.

These matters currently include:

- SFHSS Risk Management Policy
- Relationship with Workers Compensation
- Other Postemployment Health Care Benefits (OPEB)
- CalPERS Health Policy Committee Changes Geographic Regions and possible rate development impact
- Opioid Epidemic – Impact on Chronic Pain patients

Attachments:

SFHSS Divisions Report – February 2019

OPS Report

ESA Report

Well Being Report

SFHSS DIVISION REPORTS – February 2019

PERSONNEL

- Congratulations: Yock Chow and Marie Chan have accepted temporary appointments as 1813 Senior Benefits Analysts. Both Yock and Marie have long careers with SFHSS and are subject matter experts on eligibility and enrollment.
- 0931 Well Being Manager – recruitment underway
- 2593 Well-Being Coordinator – recruitment underway
- 9910 Interns - recruiting for next round
- 1209 - Benefits Technician - recruitment beginning
- 1823 - Senior Admin Analyst – recruitment nearing completion
- 1813 Senior Benefits Analyst – recruitment underway, temporarily fill
- 1842 Management Assistant – recruitment underway
- 0931 Contracts Manager – recruitment underway
- 2820 Sr. Health Planner – recruitment underway

OPERATIONS

- All customer service levels were met in February
- Member calls and in-person counseling volume was high in February. Top member assistance needs were:
 - Premium delinquency questions and payments (635)
 - member eligibility and enrollment questions (517)
 - 1095 information and questions (366)
 - New hire in-person counseling (221)
 - Retiree counseling (200)
- Dependent Eligibility Verification calls and requests for reinstatement are decreasing but still impact member services workload.
- LEAN training and projects continue with the next one Jesse Franklin, Benefits Analyst, and Vishwanath Sheno, IS Programmer Analyst- Principle will be taking part in the City's LEAN leaders training and will undertake process improvement in member services.

Enterprise Systems and Analytics

- Voice Over Internet Protocol (VOIP): New Telephone System is moving forward. Telephone numbers are assigned. DT will be meeting Monday 3/11 with the fiber team to discuss planning and timing for a second fiber connection from the data center to 1145 Market. This will ensure redundancy on our connectivity to VOIP services. The bill of materials for the upgrades needed to our network infrastructure has been created and once DT procurement meets on Tuesday 3/12 they will then schedule a final physical walk-through and Q&A session. Anticipating a late spring implementation
- Replaced 38 computers as part of our annual PC Refresh cycle and in response to our department continuity of operations plan. The project initiated last July with the inventory and funding request submissions presented to the Committee on IT (COIT). The number of replaced systems comprises more than half of the department computers.
- 1095-C filing with the IRS is underway. As you know, filing for individuals was completed by the end of January. 2018 Tax year programming was completed. Files have been generated and will have been submitted before the IRS deadline of April 1, 2019.
- Work is continuing to provide members with the ability to schedule their own premium payments (credit card or e-checking) online. This applies to situations where members don't have enough funds in a paycheck or pension check for the deduction of their premium. HSS conducted a requirements session with the vendor. Anticipating a delivered solution in Q2 2019.

Communications

- Revise the Pre-Retirement Orientation presentation for Member Services.
- Revise and update designs for Employee Assistance Programs (EAP) and Well-Being campaign materials.
- Prepare 2019 10-County Survey
- Provide communications and launch materials re February 8 launch of agency's new website, *sfhss.org*

FINANCE DEPARTMENT

Budget and Procurement

- Submitted FY 2018-19 and FY 2019-20 Budget General Fund Operating budget to the Mayor's Office and Controller's Office. The Mayor's phase of the budget process.
- Prepared for the implementation of the new monthly Purchase Order and Requisition close process that was implemented February 20, 2019. No issues have been identified.

Contracts

- Fully executed 2019 ASO Agreement with UnitedHealthcare
- Fully executed 2019 Medicare Agreement with UnitedHealthcare
- Fully executed Amendment to Agreement with IBM (fka Truven Health) for member analytics and reporting
- Fully executed Assignment and Novation Agreement with Hyland LLC (fka Lexmark Enterprise Software, LLC)

WELL BEING

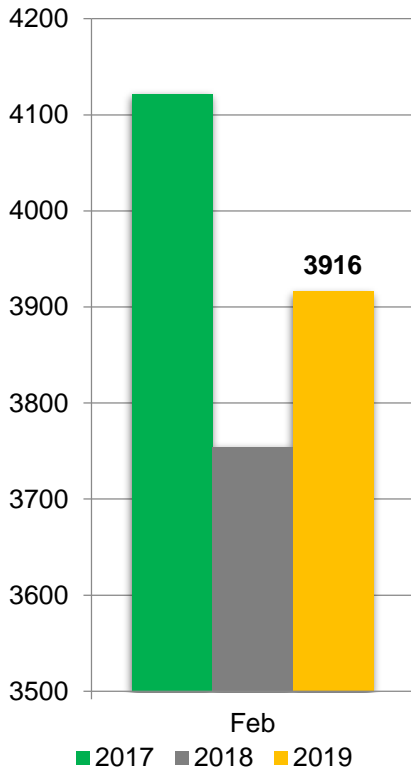
- Kicked off Live, Feel, Be Better in 2019
- 16 Health Screenings offered with over 800 participants getting screened
- 100 participants registered for the Healthy Weight Program happening at 5 different locations
- 3 locations offering the Diabetes prevention programs with 25 participants
- 218 unique individuals visited the Wellness Center in February
- 58% of all participants in Wellness Center Activities comes from group exercise class engagement
- 36 Departments executed on a Well-Being@Work annual plan and will receive a Well-Being@Work Award
- 19 Organizational well-being services were provided by EAP serving 131 people
- 179 clients services with 96 new for YTD

Management Reports

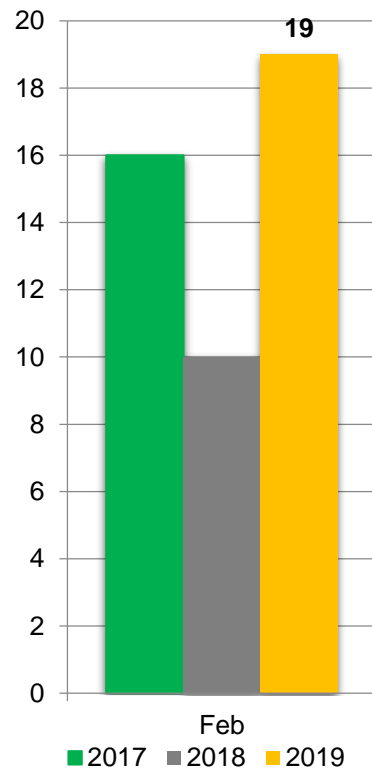
Health Service Board Meeting | March 14, 2019

Calls and Office Visits: February 2019

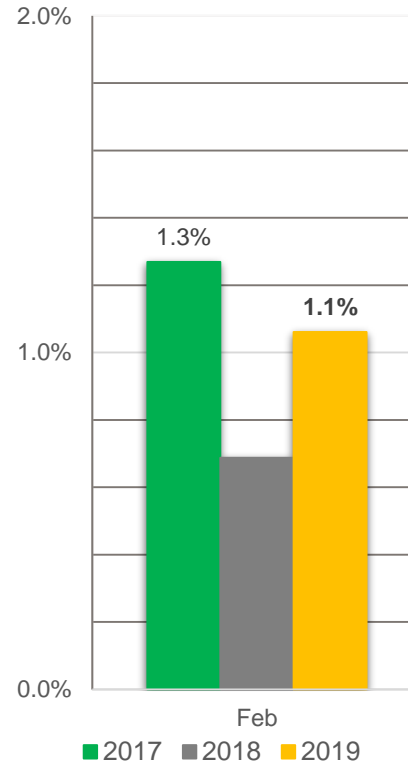
Inbound calls:
3,916 answered calls
(4.3% ↑ from 2018)



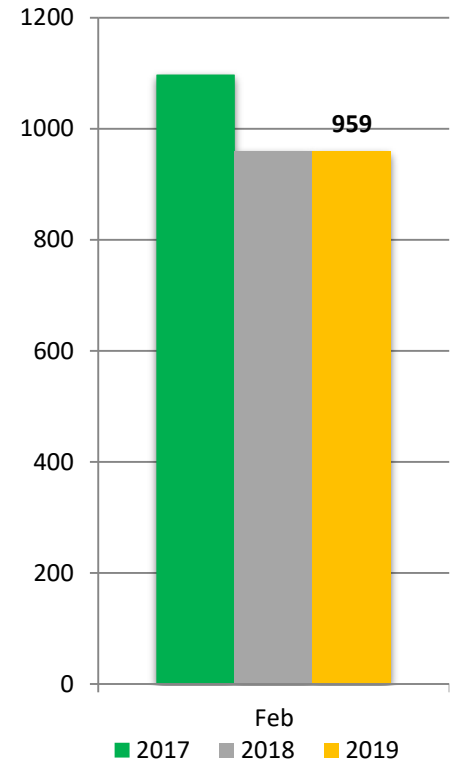
Speed of answer:
19 seconds
(90% ↑ from 2018)



Abandonment rate:
1.1%
(42 calls)



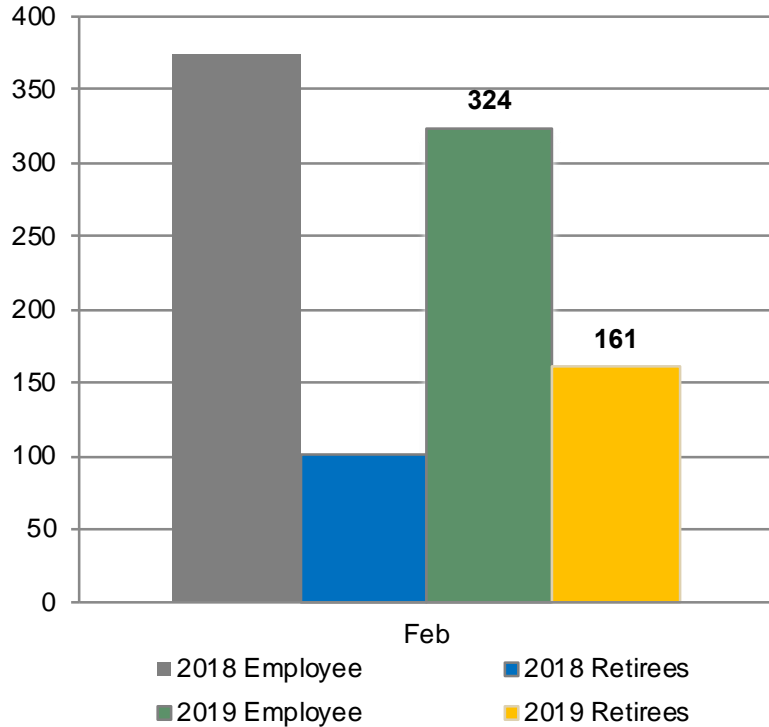
In-person assistance:
959 members
(11% ↓ from 2018)



Delinquencies & Terminations: February 2019

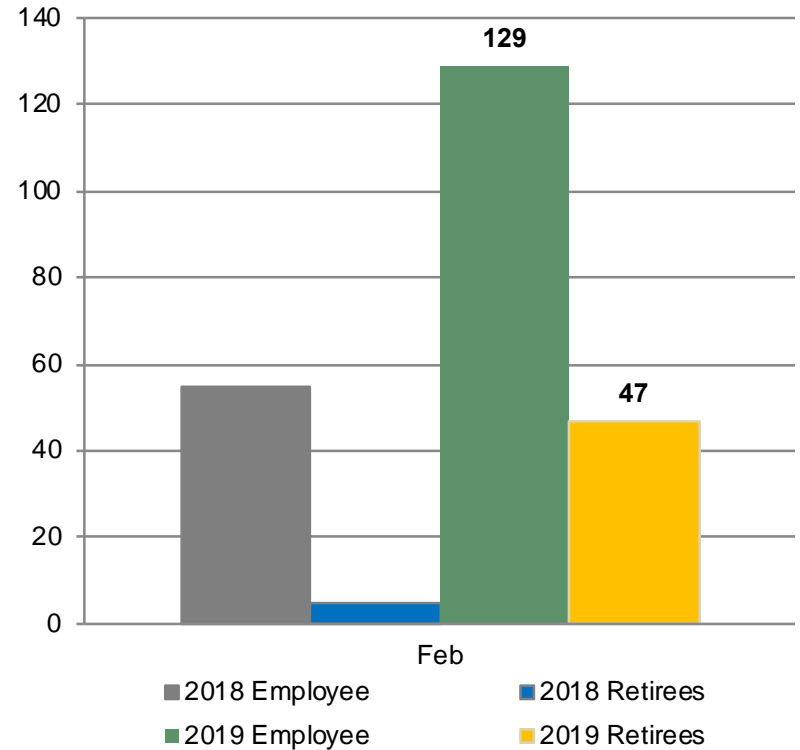
Delinquency Notices Sent

- Employees: 324
- Retirees: 161



Termination Notices Sent

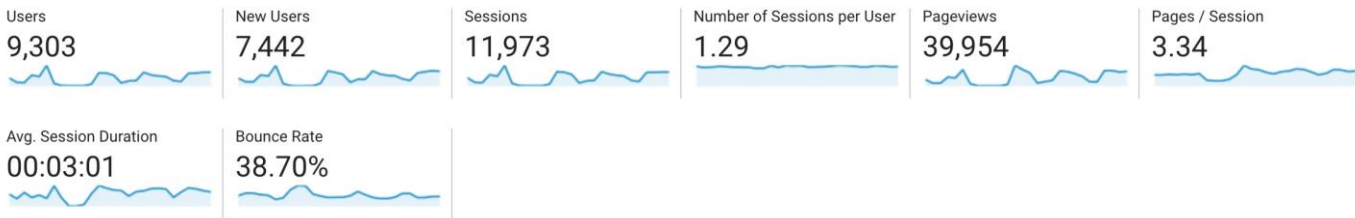
- Employees: 129
- Retirees: 47



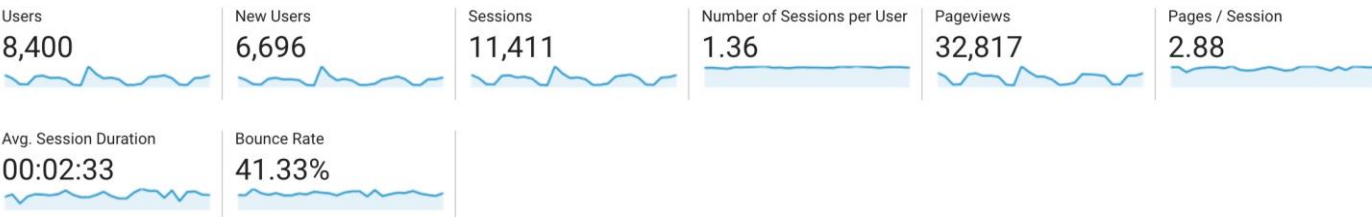
Website Traffic: February 2019

February 2019 saw 903 more users than February of last year, 746 new users, **7,137 more page views** and .46 seconds longer avg. visit per page/session.

February 2019










February 2018





**As of February 7 (launch date of new sfhss.org website), website traffic is tracked by Google Analytics.*

Key Initiatives

Project	Status	Key Accomplishments
Cybersecurity		<ul style="list-style-type: none"> Attended City-wide cybersecurity forum Initiated conversion to DT managed endpoint security solution
eBenefits		<ul style="list-style-type: none"> Contract submitted for City Attorney review Project risks due to PeopleSoft Upgrade necessitates work to complete by July 31.
VOIP telephony upgrade		<ul style="list-style-type: none"> Telephone numbers assigned DT planning for a second fiber connection to HSS offices Final physical walkthrough scheduled
Payment Gateway: Phase 2 recurring payments		<ul style="list-style-type: none"> Solution review with vendor on 2/28
Web Site Redesign		<ul style="list-style-type: none"> Continuing post go-live support / remediation Establishing user roles / permissions
Enterprise Content Management System (ECM) Business Insights		<ul style="list-style-type: none"> Preparing development / test environments

 On Schedule, Adequate Resources, Within Budget, Risks in Control

 Potential issues with schedule /budget can be saved with corrective actions

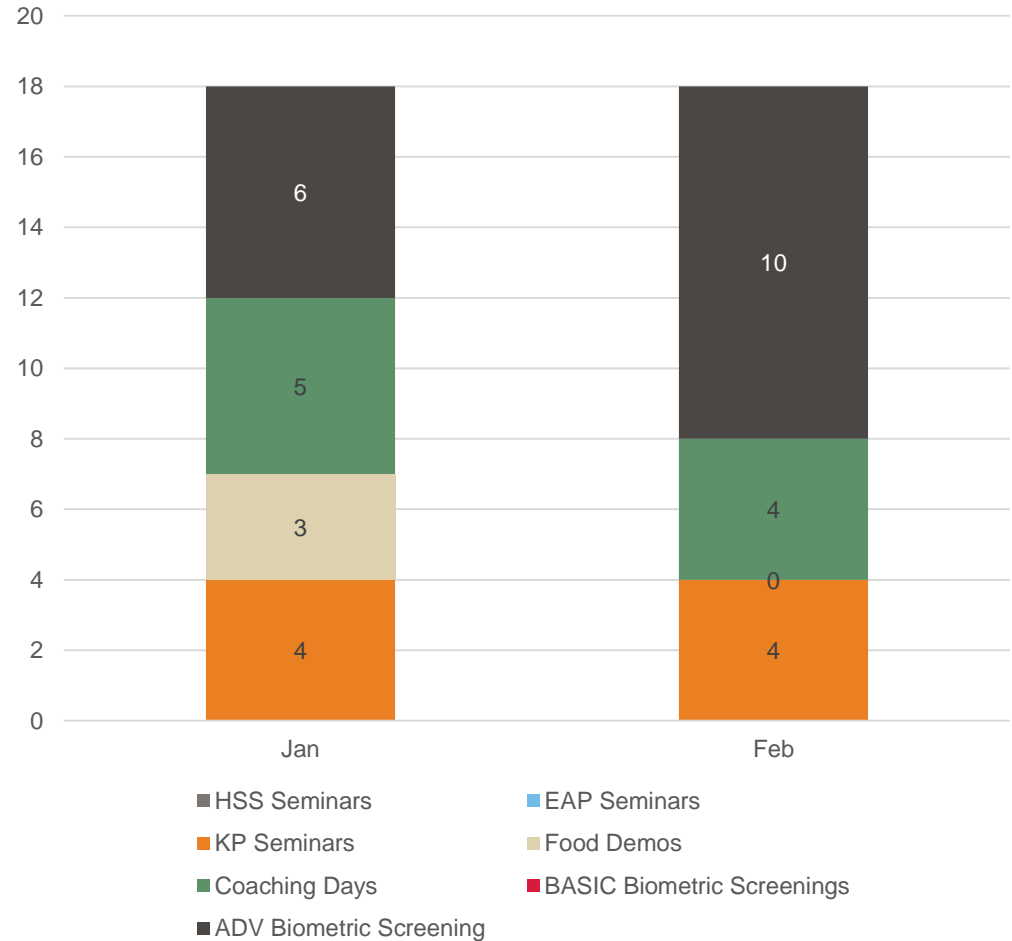
 Serious issues. Project most likely delayed or significant budget overrun

Well-Being@Work: Activities by Department Location

Number of Services

- 18 onsite activities (YTD)
- 33% decrease in onsite activities compared to 2018 due to Champion Training, Changes to Well-Being Campaigns and Champion Recruitment

2018 Onsite Activities



Well-Being@Work: Activities Update

Live, Feel, Be Better 2019

Launched this year to encourage members to engage in a health screening to know their numbers and take action by participating in either a *Healthy Weight Program* or the *Diabetes Prevention Program*.

Highlights:

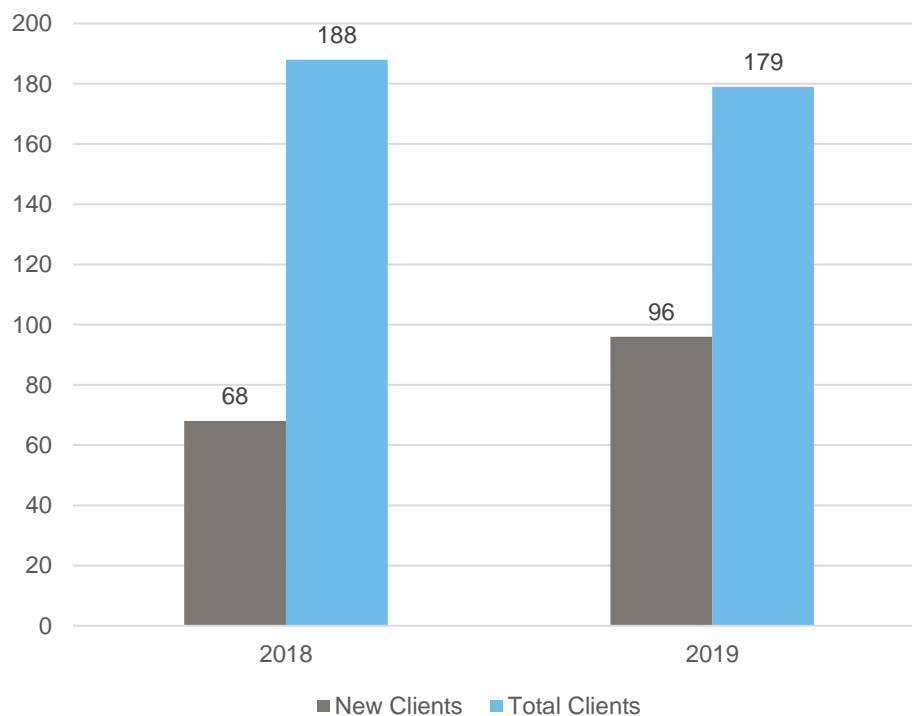
- **Health Screenings**
 - 16 offered YTD
 - Approx. 801 participants screened (*final report from partner vendor forthcoming*)
- **Healthy Weight Program**
 - 5 different worksite locations
 - 100 participants registered
- **Diabetes Prevention Program**
 - 3 worksite locations (one additional to launch in March)
 - 25 participants (each cohort can hold up to 16 participants)

Employee Assistance Program (EAP)

Counseling Services

- February:
 - 93 total clients
 - February saw the highest number of new clients when compared to all months in 2018
- 96 new clients, YTD
 - 41% increase compared to 2018

EAP Counseling Clients, New and Total by Month 2018 vs 2019

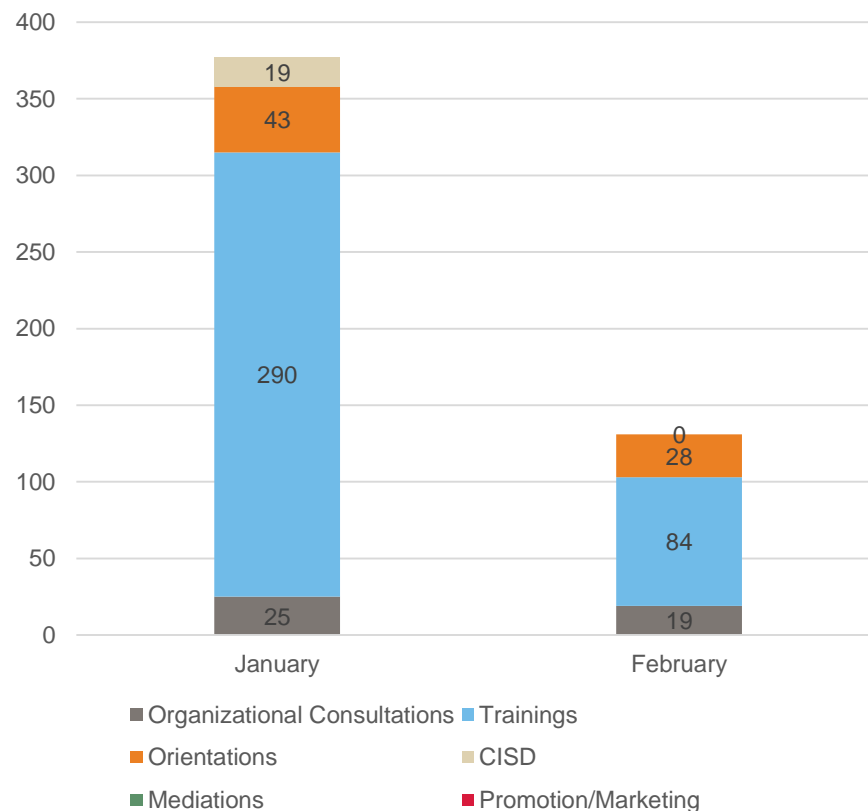


Employee Assistance Program (EAP)

Organizational Well-Being Services Highlights:

- 58 organizational services
- 508 people served
 - Although there was a 7% increase YTD in services provided there were less people served in the same time period when compared to 2018
- 48% of all organizational services represent training, making up also the 74 percentage of people served

No. of Organizational Services by Type and Month

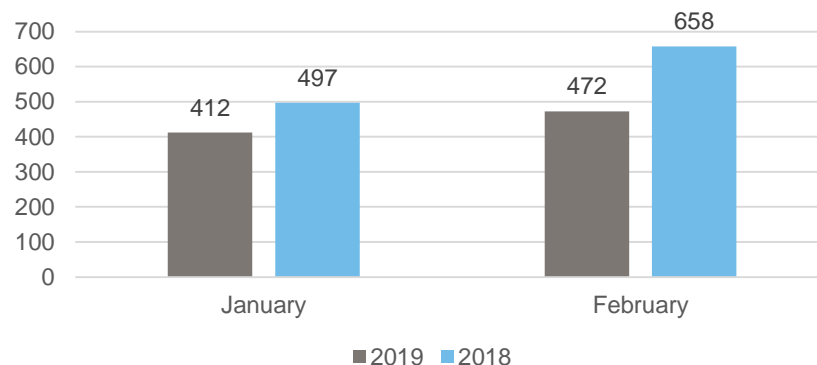


Wellness Center Metrics

Highlights:

- Total participation is down by 39% in February when compared to 2018. There was lower number of participants than expected for the Know Your Number screening event.
 - 89 individuals received a health screening (measurements included blood pressure, cholesterol, blood glucose, BMI and waist circumference)
- Group exercise also saw a 53% decrease in participation when compared to February 2018. This was due to a 24% decrease in classes taught due to cancellations.
 - ✓ Group exercise continues to make up the highest participation of all participation in the Wellness Center (58% YTD).

Total Participation 2018 vs. 2019



Group Exercise Participation 2018 vs. 2019

