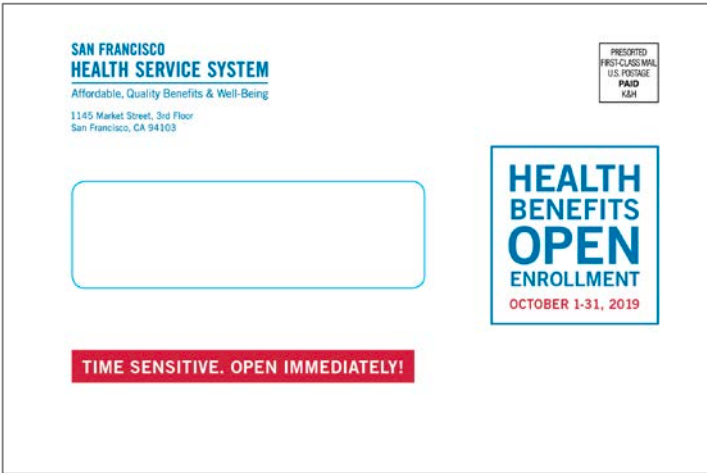


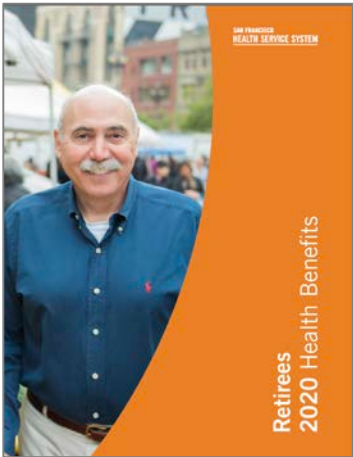
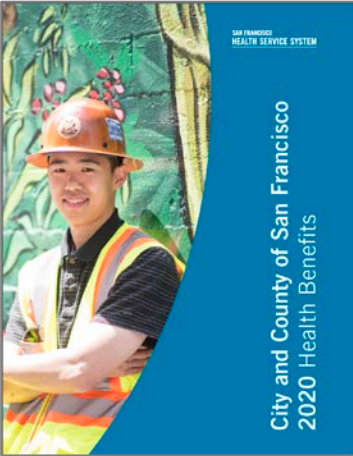
# SFHSS Open Enrollment Update

September 12, 2019

# Theme



# Guides



# OE Mailings

**Total packets being mailed: 76,010**

- CCD: **1,429**
- CCSF / CRT / COMM: **31,439** (all eBenefits)
- MEA: **1,323** (all eBenefits)
- USD: **6,815** (337 eBenefits pilot)
- RET-Medicare: **23,565** (2,070 eBenefits)
- RET-Non-Medicare: **8,644** (3,924 eBenefits)
- Waived (Actives): **2,795**

# OE Mailings

Employer	Active CSF			MEA		USD		CCD
	Active	Court	Commissioners	Active	Court			
Population	MTA, POL, REC, DPW	Self-Service		Self-Service		General	Self-Service Pilot	General
Letter #	4	2	5	6	2	11	12	3
Letter	CSF Letter with Self-Service Instructions	Court Letter with Self-Service Instructions	Commissioner Letter with Instructions	MEA Letter with Self-Service Instructions	Court Letter with Self-Service Instructions	USD Letter with Form	USD Letter with Self-Service Instructions	CCD Letter with Form
Collateral	Active Booklet			MEA Booklet		USD Booklet		CCD Booklet
Insert 1	Active CSF						USD Form*	
Insert 2								
Insert 3								
Envelope Size	6"x9"							

Employer	Retirees (Including Waived Retirees)						Waived (non-Ret)	Non-US Resident	
	Non-Medicare			Medicare				With Email	Without Email
Population	General	KPMR	Self-Service	General	KPMR	Self-Service	All		
Letter #	9		10	7		8	1	N/A	
Letter	Non-Medicare Retiree Letter with Form		Non-Medicare Retiree Letter with Self-Service Instructions	Medicare Retiree Letter with Form		Medicare Retiree Letter with Self-Service Instructions	Waived Letter	Non-US Resident Email	Non-US Resident Letter
Collateral	Retiree Guide								
Insert 1									
Insert 2	Flu Flyer								
Insert 3		KPMR Flyer			KPMR Flyer				
Envelope Size	9"x12"						#10		#10

# Events Calendar

## OCT. 1–31, 2019 OPEN ENROLLMENT EVENTS & FLU CLINICS

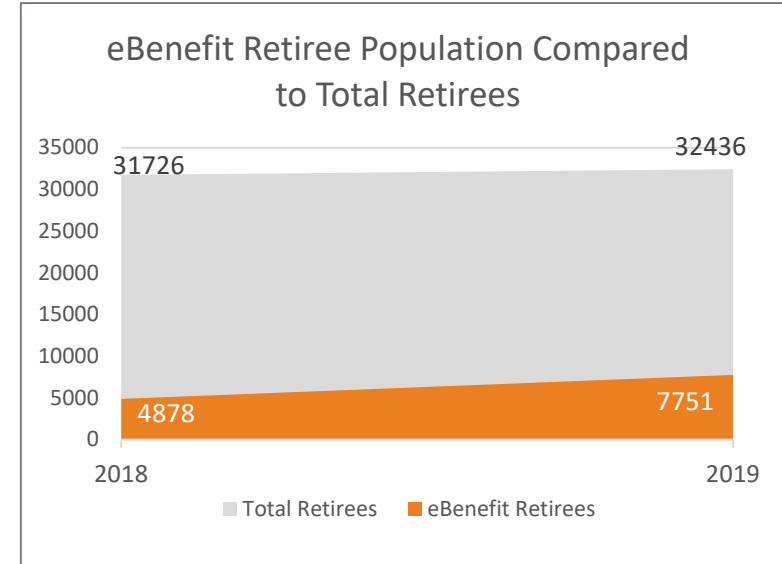
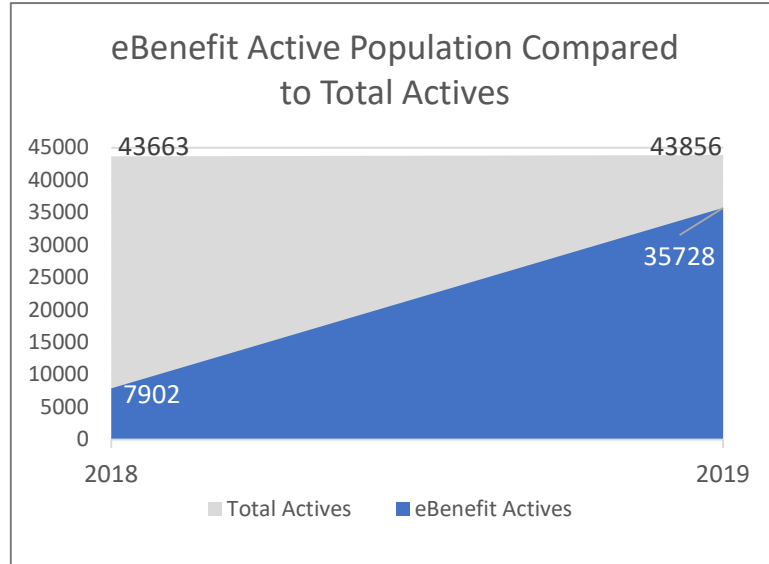
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	<b>1</b> <b>Open Enrollment Starts</b>	<b>2</b> SFFD HQ Open Enrollment & Flu Shot Clinic 8am-12pm 698 2nd St.	<b>3</b> SFPD HQ Open Enrollment & Flu Shot Clinic 9am-4pm 1245 3rd St. Room 1025	<b>4</b> SFUSD HEALTH FAIR* Open Enrollment & Flu Shot Clinic 4pm-8pm James Lick Middle School 1220 New St.
<b>7</b> 1650 MISSION ST. Open Enrollment & Flu Shot Clinic 9am-4pm 5th Floor Atrium	<b>8</b> PUC HQ* Open Enrollment & Flu Shot Clinic 9am-5pm 525 Golden Gate O'Shaughnessy Room	<b>9</b> RECCSF HEALTH FAIR* Open Enrollment & Flu Shot Clinic 10am-12pm Scottish Rite Masonic Center 2850 19th Ave.	<b>10</b> SFO HEALTH FAIR Open Enrollment 11am-1pm 10am-12pm Aviation Museum International Terminal  SFO AFTER-HOURS HEALTH FAIR Open Enrollment 10pm-12am Aviation Museum, International Terminal	<b>11</b> PUC NEWCOMB Flu Shot Clinic 7am-11am 1390 Newcomb Ave. Bldg. 1 CDD Wellness Center
<b>14</b> Indigenous Peoples' Day <b>SFHSS CLOSED</b>	<b>15</b> PUC HETCH HETCHY* Open Enrollment & Flu Shot Clinic 7:30am-12pm 1 Lakeshore Dr. Moccasin, CA  <b>HALL OF JUSTICE*</b> Flu Shot Clinic 9am-4pm 850 Bryant St. Room 551	<b>16</b> PUC SUNOL VALLEY WATER TREATMENT PLANT Flu Shot Clinic 8am-12pm 8653 Calaveras Rd. Sunol, CA Large Conference Room	<b>17</b> REC & PARKS HEALTH FAIR* Open Enrollment & Flu Shot Clinic 10am-2pm 1199 9th Ave. County Fair Building Golden Gate Park	<b>18</b> SF MAIN PUBLIC LIBRARY* Open Enrollment & Flu Shot Clinic 9am-12pm 100 Larkin St. Koret Atrium
<b>21</b> PUC MILLBRAE* Flu Shot Clinic 8am-1pm 1000 El Camino Real  ZUCKERBERG SAN FRANCISCO GENERAL HOSPITAL Open Enrollment 9am-4pm 1001 Potrero Ave. ZSFG Cafeteria Room	<b>22</b> ONE SOUTH VAN NESS BENEFITS FAIR* Open Enrollment & Flu Shot Clinic 9am-4pm 2nd Floor Atrium	<b>23</b>	<b>24</b> CITY HALL BENEFITS FAIR* Open Enrollment & Flu Shot Clinic 9am-3:30pm 1 Dr. Carlton B. Goodlett Pl. South Light Court	<b>25</b> PUC PHELPS Flu Shot Clinic 9am-12pm 750 Phelps St. Administrative Bldg.  LAGUNA HONDA HOSPITAL Open Enrollment 9am-4pm 375 Laguna Honda Blvd. Conference Room 2 - P1191
<b>28</b> SFHSS BENEFITS FAIR* Open Enrollment & Flu Shot Clinic 8am-5pm 1145 Market St., Suite 100 Wellness Center	<b>29</b> SFHSS BENEFITS FAIR Open Enrollment 8am-5pm 1145 Market St., Suite 100 Wellness Center  MTA 1235 MISSION ST. Flu Shot Clinic 9am-1pm Bob Becker Room, 3rd Floor  PRT PIER 1 Flu Shot Clinic 7am-2pm Embarcadero, BaySide 3	<b>30</b> SFHSS BENEFITS FAIR Open Enrollment 8am-5pm 1145 Market St., Suite 100 Wellness Center  MTA FLYNN Flu Shot Clinic 10am-3pm 1940 Harrison St.	<b>31</b> <b>Open Enrollment applications due today by 5:00pm, PST.</b>	<b>Nov. 1</b> 30 VAN NESS Flu Shot Clinic 10am-3pm Public Works University 3rd Floor
<b>Nov. 4</b> WAR MEMORIAL Flu Shot Clinic 10am-2pm 401 Van Ness Ave. Room 302	<p>Free flu shot events are for adults only and are first come, first serve basis. Supplies are limited. *High Dose Flu vaccines available at selected locations.</p> <p><b>Health/Benefits Fair</b> – Meet with vendors and Benefits Analysts to learn about plans and get help making benefit elections. <b>Open Enrollment Events</b> – Talk to a Benefits Analyst and get assistance with making your benefit elections. <b>Flu Shot Clinic</b> – Get a FREE flu shot onsite.</p>			



# SFHSS eBENEFITS

September 12, 2019

## Expansion of 2019 self-service population:



- All City & County and Superior Court employees
- Additional retirees onboarded August & September
- Possible SFUSD pilot group of ~300 employees



## New Functionality

- Customization of New Hire workflows have been completed (to launch in 2020)
- Customization of Life Events in development (to launch in 2020)
- Modifications to Open Enrollment workflow based on feedback from 2018

## Support for eBenefits during Open Enrollment

- Kiosks available at SFHSS' offices
- Video accessible from SFHSS.org (currently in development)
- Telephone assistance
- Assistance at Open Enrollment events
- Step-by-Step instructions available on SFHSS.org

# Accessing Open Enrollment beginning October 1, 2019

The screenshot shows the SF Employee Portal interface. At the top, there is a navigation bar with 'HOME' and 'SIGNOUT'. Below this is a secondary navigation bar with 'HOME', 'USER ACCESS & SUPPORT', 'USER TRAINING', 'COMMUNICATIONS', 'INFORMATION', and 'FAVORITES'. The main content area is divided into several sections. On the left, there is a 'MY INFORMATION' sidebar with links for 'MY PAY', 'MY TIME', and 'MY BENEFITS'. The central area features an 'Exciting Changes Coming to eMerge!' announcement and a 'User Support Knowledge Center' search bar. Below the announcement, there are icons for 'PEOPLE & PAY', 'LEARNING', 'FINANCIALS', and 'PROCUREMENT'. A red arrow points from the 'EMPLOYEE LINKS' tab in the navigation bar to the 'Health Benefits Enrollment' link in the 'BENEFITS' section of the lower screenshot.

**SF EMPLOYEE PORTAL** HOME SIGNOUT

HOME USER ACCESS & SUPPORT USER TRAINING COMMUNICATIONS INFORMATION FAVORITES

MY INFORMATION  
MY PAY  
MY TIME  
MY BENEFITS

Exciting Changes Coming to eMerge!  
Consolidated rebrand and the new SF Employee Portal Knowledge Center...  
READ MORE

SF EMPLOYEE PORTAL  
User Support Knowledge Center  
Filter your search options... SEARCH  
CHECK YOUR STATUS CHECK YOUR STATUS

PEOPLE & PAY LEARNING FINANCIALS PROCUREMENT

VIEW NEWS ARCHIVE

ALERTS 1 EMPLOYEE LINKS WORK LINKS

**Health Benefits Enrollment**  
Now is your opportunity to make changes to your health benefit choices. Click the "Health Benefits Enrollment" link above to begin your Health Benefits Enrollment.

DISMISS ALL

ALERTS 1 EMPLOYEE LINKS

**TIME REPORTING & ABSENCE**  
Timesheet  
[Leave/Comptime Balances](#)  
Time Approval Status  
Time Reporting Preferences

**BENEFITS**  
**Health Benefits Enrollment**

**VIEW & MANAGE MY PAY**  
Direct Deposit  
Compensation History  
W-4 Tax Information  
W-2 Reissue Request  
View or Print W-2/W-2c Forms  
W-2/W-2c Consent

**GO TO...**  
Employee Information Page

From your computer, tablet, smart phone or other mobile device:

Once signed into the portal, access eBenefits by clicking on “Health Benefits Enrollment” from the Alert tab  
OR  
Click on the Employee Links tab and from the drop down menu, click on “Health Benefits Enrollment”.

Note: Retirees will also see a tab labeled “Employee Links”

# Update Personal Information

With eBenefits, you can log in at any time (not just Open Enrollment) to update your contact information. It is extremely important in ensuring your continuity of care that SFHSS has your correct home address on file. Open Enrollment is your opportunity to update your information

## Enroll in Benefits



### Confirm Personal Information

#### Confirm Personal Information

Please validate the information listed below. To make a change, click the corresponding edit icon.

**Full Name:** John Doe  
**Home Address:** 1145 Market St  
 San Francisco, CA 94103  
**Home Number:** 415/554-1750  
**Cell Number:** .415/554-1735  
**Home Email:** JDoe@gmail.com  
**Other Email:**  
**Emergency Contacts:** Jane Doe - Spouse

Click the pencil icon next to each editable component (address, phone, email) to update the information

If you need additional assistance editing your personal information, please do one of the following:

- If you are an active employee, please contact your department HR representative.
- If you are a retired employee, please contact the Health Service System at (415) 554-1750.

Save and Continue

# Make your benefit elections

## Enroll in Benefits



Confirm Personal Information

Current Elections

### Current Elections

Please review your current and new elections. If you have no changes to your other benefits in the list of elections, select the "Yes" button below. If you would like to make changes to the list of elections, select the "No" button below. Click to "Save and Continue"

Plan	Current Election	Current Coverage Level	New Election	New Coverage Level	My Cost
Medical	Kaiser Permanente HMO	Member Only	Same	Same	\$ 0.00
Dental	Delta Dental PPO	Member Only	Same	Same	\$ 45.77
Vision Premier	No Coverage		Same		\$ 0.00

Are you happy with the new elections shown above?

- Yes  
 No

Go Back

Save and Continue

eBenefits guides the Member through all their enrollment election choices  
Elections must be entered between October 1, 2019 and October 31, 2019