

Open Enrollment Report

October 2019

Open Enrollment October 1 - 31

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

eBenefits; Self-Service population: 42,533

- Actives: 35,728
- Retirees: 7,751

Open Enrollment Report; Member Assistance

Calls and In-Person Assistance:

- Inbound calls: **10,904** answered calls (8.55% ↓ from 2018)
- Speed of answer: **28** seconds (same as 2018)
- In-person (3rd Floor) assistance: **2,158** members (26% ↑ from 2018)
- Offsite Event Assistance: **1,775** members (10.03% ↓ from 2018)
- Lowest Open Enrollment call volume in 3 years

Open Enrollment Report; Member Assistance

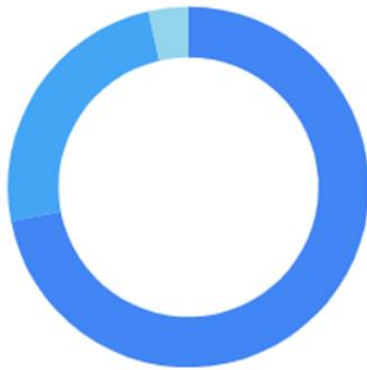
Website SFHSS.org: **26,553** users in October



Open Enrollment Report; Member Assistance

Website SFHSS.org: **26,553** users in October

Sessions by device



Desktop

72.0%

↑ 82.9%



Mobile

24.5%

↑ 72.8%



Tablet

3.6%

↑ 39.2%

Oct 1, 2019 - Oct 31, 2019

[MOBILE OVERVIEW](#) >

116,769

% of Total:
100.00%
(116,769)

00:01:28

Avg for View:
00:01:28
(0.00%)

40,119

% of Total:
100.00%
(40,119)

1.	/ (homepage)	30,559(18.30%)
2.	/ebenefits	20,171(12.08%)
3.	/benefits/city-and-county	11,182(6.70%)
4.	/open-enrollment-october-2019	10,035(6.01%)
5.	/changes-benefits	7,513(4.50%)
6.	/changing-benefit-elections	6,282(3.76%)
7.	/open-enrollment-2020	5,981(3.58%)
8.	/enrolling-making-changes	3,988(2.39%)
9.	/contact-us	3,829(2.29%)
10.	/flexible-spending-accounts-fsa	3,555(2.13%)

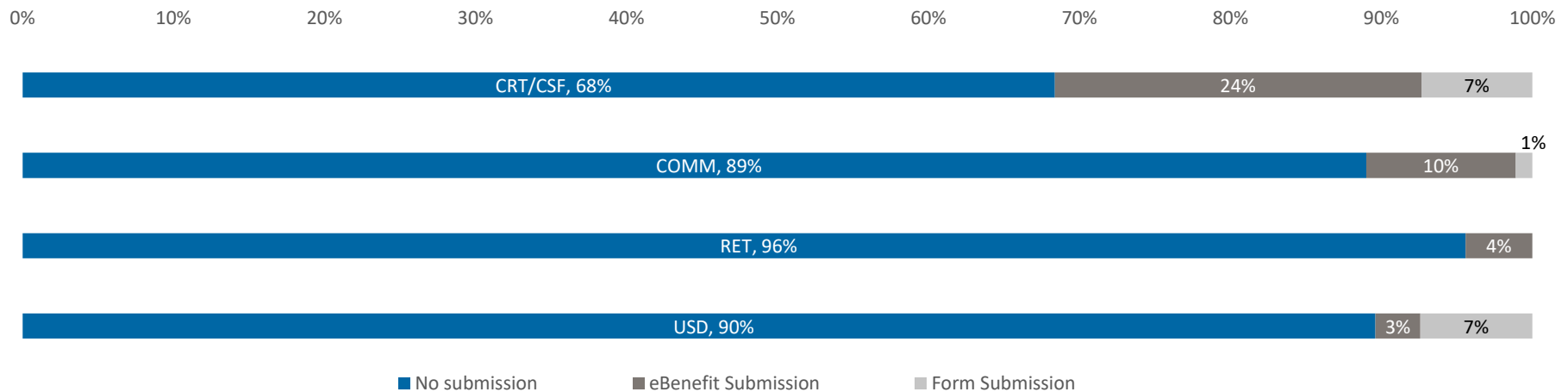
Open Enrollment Report; Members Enrolling

Inbound Applications (paper forms): **4,990** (55.3%↓ from 2018)

eBenefits – Self Service (electronic submissions): **8,710**

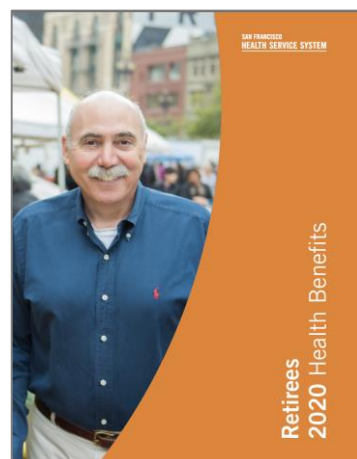
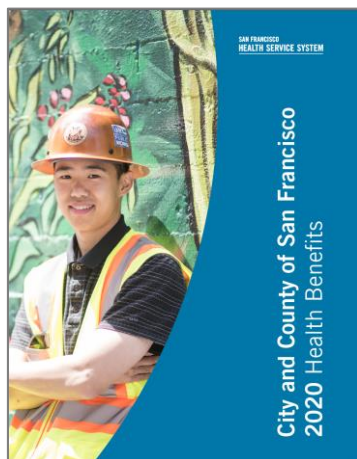
Population	No submission	eBenefit Submission	Form Submission	Total eBenefit Population
CRT/CSF	23527	8351	2528	34406
COMM	81	9	1	91
RET	6883	340	*1722	7699
USD	302	10	25	337

eBenefit Population Summary of Submissions



Open Enrollment Report; Outreach

Communications; Improved for readability



Open Enrollment Report; Outreach

Offsite Events; Direct member engagement

Offsite Event Member Assistance: 1,775 members

Location	Count
FIR	55
POL	60
USD	86
HSA	87
PUC	52
RECCSF	23
AIR	192
REC	86
CCD	50
LIB	56
ZSFGH	100
1SVN	166
DPW	101
City Hall	152
LHH	123

Well-Being@Work: Flu Clinics

Total Flu Shots Administered: October 1 - November 5

- Total # of worksite flu shot clinics = **27**
- Total # of flu shots administered = **4482**
- Total # of high dose flu shots = **204**

Open Enrollment Report; Outreach

Support for eBenefits



- Enterprise Systems & Analytics (ESA) team members attended 14 offsite events to help members to enroll online
- An eBenefits how-to video was posted on SFHSS.org
- 27 how-to documents were created and posted on SFHSS.org
- QR codes for quick access from mobile devices were distributed



Smartphone	
	eBenefits - Mobile Devices (pdf) (1.21 MB)
	eBenefits - Mobile Review Dependents (pdf) (138.28 KB)
	eBenefits - Mobile Contact Information (pdf) (134.96 KB)
	eBenefits - Mobile Medical Dental Vision Enrollment (pdf)
	eBenefits - Mobile FSA Enrollment (pdf) (186.03 KB)
	eBenefits - Mobile Submit (pdf) (220.59 KB)
	eBenefits - Mobile Document Upload (pdf) (207.14 KB)
	eBenefits - Mobile Voluntary Benefits (pdf) (187.96 KB)
Desktop	
Electing Vision Premier	
Retirees	
SFUSD	
Preferred Web Browsers & Cache	
Revising Elections	

Open Enrollment Report; Plan Enrollments

2020 Medical Plan Enrollment		CCD/USD	CSF/CRT	Total Actives	Non- Medicare Retirees	Active & Non- Medicare Retiree Variance to 11/30/2019	Medicare Retirees	Medicare Retiree Variance to 11/30/2019	Total retirees	2020 Grand Total	All HSS Variance compared to 11/30/2019
Blue Shield Access+	EE Only	478	3219	3697	665	61			665	4362	61
	EE+1	165	2522	2687	407	154			407	3094	154
	EE+2 or More	130	2941	3071	144	-31			144	3215	-31
Blue Shield Access+ Total		773	8682	9455	1216	184			1216	10671	184
Blue Shield Trio	EE Only	797	2022	2819	567	-24			567	3386	-24
	EE+1	221	1102	1323	216	86			216	1539	86
	EE+2 or More	164	1162	1326	79	57			79	1405	57
Blue Shield Trio Total		1182	4286	5468	862	119			862	6330	119
UHC (City Plan / MA PPO)	EE Only	69	615	684	600	-14	9008	2	9608	10292	-12
	EE+1	16	192	208	168	-12	3313	62	3481	3689	50
	EE+2 or More	7	166	173	23	-5	22	4	45	218	-1
UHC Total		92	973	1065	791	-31	12343	68	13134	14199	37
Kaiser Permanente	EE Only	4730	7889	12619	1869	-95	7615	15	9484	22103	-80
	EE+1	1206	5038	6244	736	172	3074	31	3810	10054	203
	EE+2 or More	875	5922	6797	156	33	125	-1	281	7078	32
Kaiser Permanente Total		6811	18849	25660	2761	110	10814	45	13575	39235	155
Grand Total Enrolled		8858	32790	41648	5630	382	23157	113	28787	70435	495
Waived / Delinquent		1082	1992	3074	2423	-85	808	-1	3231	6305	-86
Grand Total		9940	34782	44722	8053	297	23965	112	32018	76740	409

Comparing end of 2019 enrollment to the new plan year, all carriers gained subscribers although UHC PPO (City Plan) decreased by 31 subscribers

Open Enrollment Report; Plan Enrollments

2020 Medical Plan Split Family Enrollment		Split Dependents	Split Dependents as of 11/30/2019	Variance
Blue Shield Access+	+1 Split Dep	245	214	31
	+2 Split Dep	75	29	46
Blue Shield Access+ Total		320	243	77
Blue Shield Trio	+1 Split Dep	209	255	-46
	+2 Split Dep	18	78	-60
Blue Shield Trio Total		227	333	-106
UHC (City Plan / MA PPO)	+1 Split Dep	142	190	-48
	+2 Split Dep			0
UHC Total		142	190	-48
Grand Total		689	766	-77

- These split dependents are enrolled with a different carrier than the primary subscriber and therefore are not represented in the subscriber and tier counts in the preceding slide
- These values are being represented as an additional subscriber count in the plan

Open Enrollment Report; Plan Enrollments

Dental Plans 2020 Enrollment		CRT CSF		TOTAL ACTIVES RETIREES		01/01/20 GRAND TOTAL	11/30/19 GRAND TOTAL	Variance
Delta Dental	EE Only	163	11774	11937	13241	25178	24964	214
	EE+1	93	8217	8310	7237	15547	15188	359
	EE+2	140	11322	11462	772	12234	12020	214
Delta Dental Total		396	31313	31709	21250	52959	52172	787
DeltaCare	EE Only	5	418	423	715	1138	1167	-29
	EE+1	2	137	139	293	432	459	-27
	EE+2	3	145	148	31	179	201	-22
DeltaCare Total		10	700	710	1039	1749	1827	-78
UnitedHealthcare Dental	EE Only	2	284	286	583	869	882	-13
	EE+1	2	114	116	204	320	329	-9
	EE+2	0	108	108	22	130	135	-5
UnitedHealthcare Dental Total		4	506	510	809	1319	1346	-27
Grand Total Enrolled Subscribers		410	32519	32929	23098	56027	55345	682
Waived / Delinquent		42	1919	1961	9516	11477	12085	-608
Grand Total		452	34438	34890	32614	67504	67430	74

- Total subscribers increased by 682 during open enrollment with Delta Dental PPO continuing as the dominant dental plan

Open Enrollment Report; Plan Enrollments

Vision Premier 2020 Enrollment		CCD/USD	CSF/CRT	TOTAL ACTIVES	RETIREES	Grand Total 2020
VSP Vision Premier	EE Only		841	4054	4895	8393
	EE+1		294	3370	3664	5650
	EE+2		209	3317	3526	3655
Vision Premier Total			1344	10741	12085	17698

Vision Premier 2019 Enrollment (as of Nov 30, 2019)		CCD/USD	CSF/CRT	TOTAL ACTIVES	RETIREES	Grand Total 2019
VSP Vision Premier	EE Only		771	3446	4217	7368
	EE+1		244	2775	3019	4840
	EE+2		190	2717	2907	3032
Vision Premier Total			1205	8938	10143	15240

- The VSP Vision premier plan continues to be popular. Continuing the previous year's experience, there are significant increases in enrollment.
- November 2018 enrollment was 10,801

Open Enrollment Report; Plan Enrollments

WORKTERRA (Voluntary) BENEFIT	Employees enrolled effective 1/1/2020	Employees enrolled as of 11/30/2019	Variance
ABACUS SHORT-TERM DISABILITY	905	719	186
HARTFORD SUPPLEMENTAL TERM LIFE	3958	3274	684
LEGALSHIELD	1606	1237	369
LIFELOCK	618	535	83
PETS BEST	419	329	90
VOYA COMPASS ACCIDENT	2068	1802	266
VOYA COMPASS CRITICAL ILLNESS	1601	1378	223
TOTALS	11175	9274	1901

- LegalShield had the highest percentage increase in enrollment for the second consecutive year followed closely by Pets Best.
- Enrollment increased in all of the voluntary benefits offered to City & County of SF and Superior Court employees
- Enrollment as of January 1, 2019 was 5,610. Enrollment as of July 1, 2019 and after, was 9,274

Appendix:

- Snapshot comparisons of enrollment are based on November 30, 2019 to January 1, 2020 to highlight the specific changes that resulted from Open Enrollment.
- A January to January comparison would include changes that also result from hiring, retirements and family status changes
- The annual demographic report delivered in Q1 will report year over year trends and provide additional detail
- Split carrier dependents are represented as a subscriber count as are all other counts in this report.