

MEMORANDUM

DATE: May 8, 2025

TO: Mary Hao, President, and Members of the Health Service Board

FROM: Rey Guillen, SFHSS Interim Executive Director

RE: May 8, 2025, Director's Report

MAY IS MENTAL HEALTH AWARENESS MONTH

May is [Mental Health Awareness Month](#). It was first recognized in 1949 to educate the public about mental health and reduce the stigma associated with mental illness. One of SFHSS' strategic goals is to support the **mental health and well-being** of our membership. To elevate Mental Health Awareness Month across our membership, our Well-Being and EAP teams provide mental health programs, trainings, resources, and awareness campaigns.

The color green has been adopted internationally to represent mental health awareness, symbolizing new life, growth, and renewal. Wearing green, especially during Mental Health Month, demonstrates support and reduces stigma associated with mental health. Our Well-Being and EAP team have launched a new ["Be Seen in Green"](#) challenge that encourages members to show their support and help raise awareness for mental health by wearing green throughout the month of May.

BSC MERITAGE UPDATE

At the April 10, 2025 HSB Regular Meeting, Tiffany Gill from Blue Shield of California reported that, effective May 1, 2025, Blue Shield of California was terminating its contract with the Meritage Medical Group that operates in Sonoma and Marin counties, which displaced 924 SFHSS members from their assigned medical group.

Blue Shield's decision was based upon the Department of Managed Healthcare (DMHC) issuance of a cease-and-desist order that prevented health plans from adding any new members to the Meritage Medical Network and its contracted health plans, due to concerns around the medical group's financial solvency.

All Blue Shield HMO members received their notice of their newly assigned medical group and primary care physician by May 1, 2025. Impacted members have expressed concern regarding the lack of available appointments with their newly assigned providers and medical group. Blue Shield has assured us they verified network adequacy and access. Blue Shield continues to work with additional medical groups in the area to help relieve provider shortages in the Sonoma and Marin areas for SFHSS members. Should members face issues accessing appointments with their newly assigned PCPs or want to make a change to their PCP assignment, they should contact Blue Shield directly at the number on their ID card. SFHSS Staff and Blue Shield are working collaboratively to create a detailed FAQ to help members navigate this change.

BLACK-OUT NOTICE CONTINUES (see attachment)

Black-Out Period notification to the Health Service Board began on November 14, 2024, and extends through both:

- The completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for Life and Disability Benefits (“2026 Life and Disability RFP”) and the presentation of the results of the 2026 Life and Disability RFP to the Board, and
- The completion of the SFHSS Annual Rates and Benefits process for the 2026 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2026 Life and Disability RFP and the SFHSS Annual Rates and Benefits process for the 2026 plan year.

HEALTH SERVICE BOARD 2025 ELECTION

The Health Service Board election for one member seat will take place in May 2025. There are three candidates running for one (1) board seat:

1. DeJanelle Bovell, *Active Employee*, San Francisco Department of Public Health
2. Ruth Sappelt, *Active Employee*, San Francisco Airport
3. Gus Vallejo, *Retired Employee*, San Francisco Employee's Retirement System

The Department of Elections will mail ballots to all active employees, retirees, qualified surviving spouses, and qualified surviving domestic partners of the City and County of San Francisco, San Francisco Unified School District, City College of San Francisco, and the Superior Court of San Francisco.

Key Dates:

- May 6: Ballots mailed to eligible members
- May 16 through May 30: Voting
- June 2 through June 11: Elected Member sworn in
- June 12: Elected Member attends the Health Service Board Meeting

More information can be found on the [2025 Health Service Board Election webpage](#).

HSB FOLLOW-UP

April 10, 2025, HSB Meeting, Commissioner Howard asked for Blue Shield of California to provide a list of local residential treatment facilities for Medicare retirees.

Below is a table of inpatient and residential substance use disorder facilities for the Medicare PPO members using the MHSA network as of April 2025. Included are all facilities in the greater Bay Area, and all are accepting new patients.

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

PROVIDER NAME	SERVICE ZIP	SERVICE COUNTY	SERVICE PHONE	NPI
JOHN MUIR BHVRL HLTH CTR	94520	CONTRA COSTA	(925)674-4100	1215962782
MILLS HLTH CTR	94401	SAN MATEO	(650)696-5400	1518937051
MPI CHEML DEPENDENCY RECVY HOSP	94609	ALAMEDA	(510)869-8850	1043358542
SUTTER BAY HOSP	94117	SAN FRANCISCO	(415)600-6000	1659439834
UHS OF MADERA INC	93636	MADERA	(559)797-6992	1295464600

April 10, 2025 HSB Meeting, Commissioner Cremen asked whether SFHSS and/or Aon Actuarial team negotiates premium rates with the health plan vendors.

SFHSS and Aon conducts rates and benefits negotiations with the health plan vendors each year. The negotiation process is below.



March 10, 2025 HSB meeting, Commissioner Wilson wanted to understand if younger, healthier new hires were the reason for Health Net’s lower premium costs.

SFHSS staff analyzed the Health Net CanopyCare enrollment data. Based on review of coverage tiers, average wage levels, age, sex, race, and job type/department, there does not appear to be meaningful differentiation in Health Net CanopyCare’s population characteristics relative to populations in SFHSS’ other plans.

**SAN FRANCISCO HEALTH SERVICE SYSTEM
DIVISION REPORTS: MAY 2025**

PERSONNEL (see attachment)

- **Welcome:**
 - 2593 Health Program Coordinator III with Well-Being division - Erin Meloty-Kapella's first workday was 4/14/2025
 - 1210 Benefits Analyst with Member Services division - Alexander (Alex) Even's first workday was 4/28/2025
 - 1210 Benefits Analyst with Member Services division - Gene Coleman's first workday was 4/28/2025
- **Recruiting:**
 - 1209 Benefits Technician with Member Services - Temporary Exempt (TEX) pre-employment verification stage
 - 1209 Benefits Technician position with Member Services - Permanent Civil Service (PCS) to fill Stephanie Recinos' vacancy post recruitment selection stage

OPERATIONS: (see attachments)

- Operations Dashboard attached
- Blue Shield Medicare Advantage PPO Transition Dashboard attached

FINANCE AND BUDGET:

- Additional \$300K budget reduction requested by the Mayor in anticipation of federal cuts
- Controller's annual audit in final phase
- Annual Medical Trust audit in planning phase

CONTRACTS:

- Executed agreement with Health Net of California for CanopyCare HMO, 2025.
- Executed 2025 Workforce Health Agreement with Kaiser Permanente for Employee Health and Wellness Activities.
- Submitted resolution to Board of Supervisors (BOS) to approve an extension to the agreement with Hyland Software Inc. for software licensing for member services processes:
 - Resolution approved unanimously by the Budget and Finance Committee and the full BOS and signed by Mayor Lurie;
 - Executed 3rd amendment to the agreement with Hyland Software Inc.

WELL-BEING: (see attachment)

- Executed the Q4 FY24-25 Well-Being Key Player Training with a focus on Mental Health Awareness Month. There were 74 in attendance.
- Launched the 6th annual Mental Health Awareness Month 5/1.
- 17.5% increase call volume to EAP in March compared to February 2025.
- 19.8% increase in cases for EAP services in March compared to February 2025.

ATTACHMENTS:

- Black-Out Notice Reminder
- Personnel-SFHSS Org Chart
- Operations Monthly Dashboard
- Blue Shield Medicare Advantage PPO Transition Dashboard
- Well-Being Monthly Dashboard

MEMORANDUM

DATE: November 14, 2024
TO: Mary Hao, President, and Members of the Health Service Board
FROM: Abbie Yant, RN, MA Executive Director SFHSS
RE: Black-Out Period Notice, November 14, 2024 through June 2025

This memorandum shall serve as the Black-Out Period notification to the Health Service Board (“Board”) that will begin today, November 14, 2024, and extend through both:

- the completion of the San Francisco Health Service System (“SFHSS”) formal request for proposal for Life and Disability Benefits (“2026 Life and Disability RFP”) and the presentation of the results of the 2026 Life and Disability RFP to the Board and
- the completion of the SFHSS Annual Rates and Benefits process for the 2026 plan year.

During this time, Board members are prohibited from unauthorized communications and other prohibited activities in connection with the 2026 Life and Disability RFP and the SFHSS Annual Rates and Benefits process for the 2026 plan year.

Pursuant to the [Board’s Policies](#) (page p. 46 “External Communications – Service Providers”, p. 48 “Black-Out Periods”, p. 49 “Contracts”), the Board must be notified of the start of this Black-Out Period prior to the release of any solicitation for the selection of a primary service provider, as well as prior to the beginning of the annual SFHSS Rates and Benefits process. Such notice is now given.

During this Black-Out Period, Board members are prohibited from any communications or activities with current or potential future service providers or their representatives, agents, employees, or officers on matters relating to SFHSS competitive bid processes for the selection of the service providers for life and disability benefits, including, but not limited to, basic and supplemental life, long-term disability and short-term disability, and accidental death and dismemberment benefits, and/or the 2026 Life and Disability RFP (collectively, “Unauthorized RFP Communications and Other Prohibited Activities”), except for communications related to SFHSS matters occurring during public meetings of the Board, the Board of Supervisors, or committees thereof.

Unauthorized RFP Communications and Other Prohibited Activities include communications and activities prohibited by state and local laws related to conflicts of interest, including Section 15.103 of the City’s Charter, Article III (Conduct of Government Officials and Employees), Chapter 2 (Conflict of Interest and Other Prohibited Activities) of City’s Campaign and Governmental Conduct Code, Section 1.126 of the San Francisco Campaign and Governmental Conduct Code (Campaign Reform Ordinance), and Section 87100 *et seq.* and Section 1090 *et seq.* of the Government Code of the State of California.

Communications and activities include face-to-face conversations, conversations through one or more third parties or intermediaries, telephone conversations, emails, text messages, letters, faxes, or any other social media, written or electronic communications.

Any communications with current or potential future service providers for reasons unrelated to SFHSS during this period must be immediately disclosed in writing to the Executive Director and the Board.

CC: Members, Health Service Board
Members, San Francisco Board of Supervisors
Jennifer Donnellan, City Attorney

Organizational Chart



Operations Dashboard

Health Service Board Meeting • May 8, 2025

Reporting: April 2025

Operations Dashboard for the Month of April 2025

Call Center Support

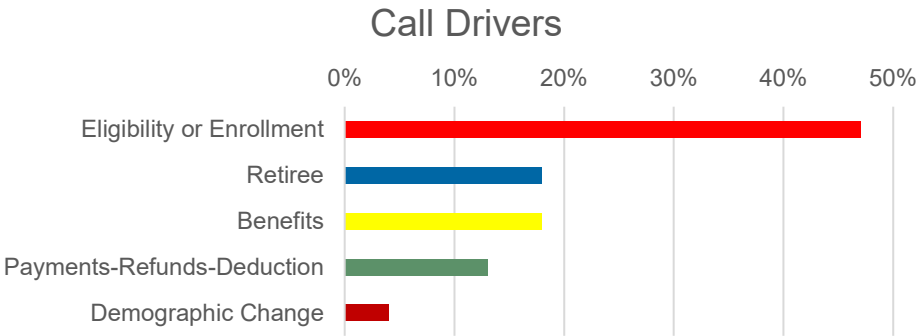
Call Volume



3036
calls handled
April 2024

1983
calls handled
April 2025

Call Drivers Metrics



Average Speed to Answer

Goal: <3 minutes



1 min 35 sec
April 2024

6 min 24 secs
April 2025

Abandonment Rate

Goal: <10%



8.72%
April 2024

18.01%
April 2025

Average Handle Time

Goal: <10 min



11 min 52 secs
April 2024

6 min 53 secs
April 2025

First Contact Resolution

Goal: >75%



55%
April 2024

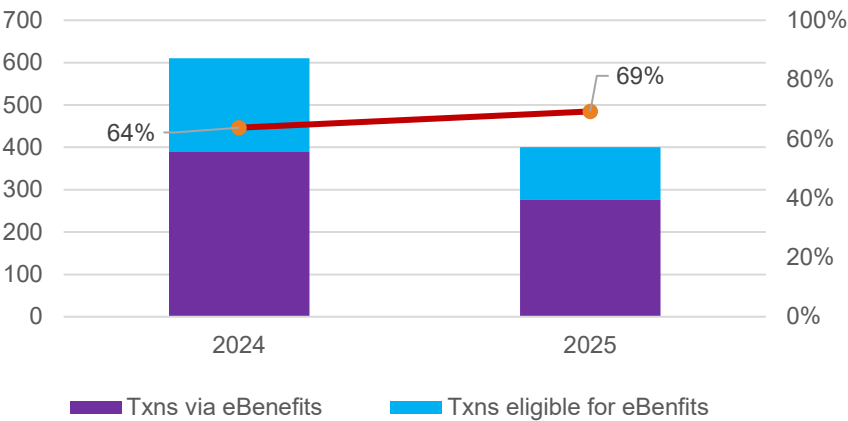
73%
April 2025

Operations Dashboard for the Month of April 2025

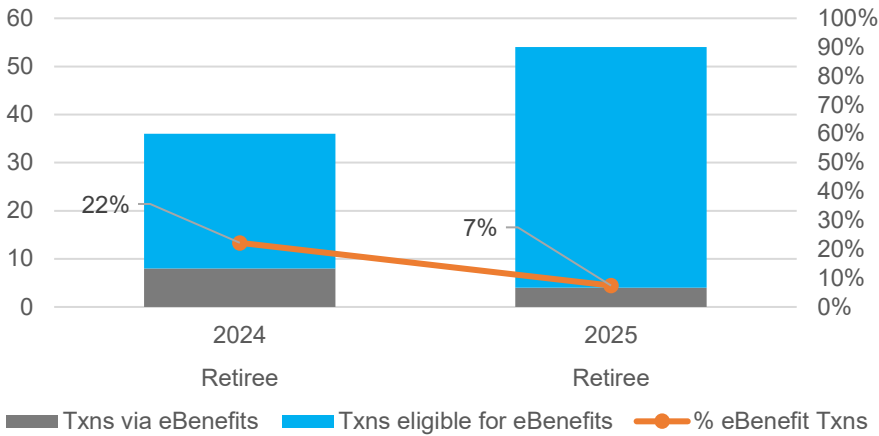
Transactions



eBenefits Transactions Actives



eBenefits Transactions Retirees

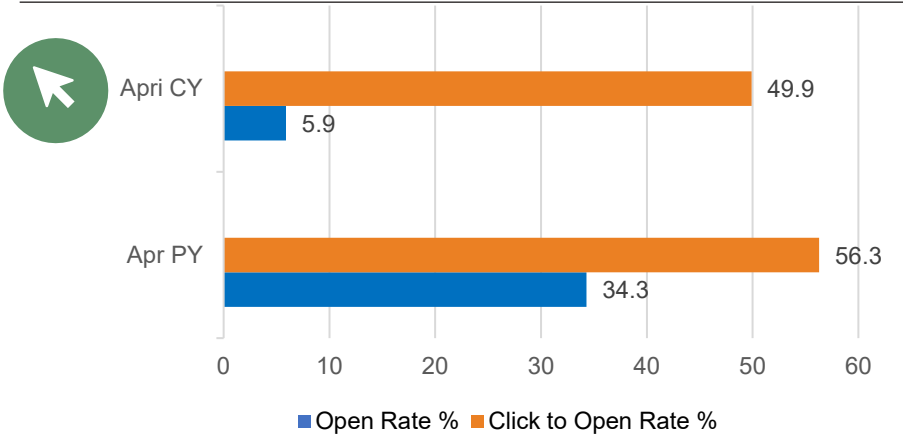


Communications Dashboard for the Month of April 2025

Member Engagement

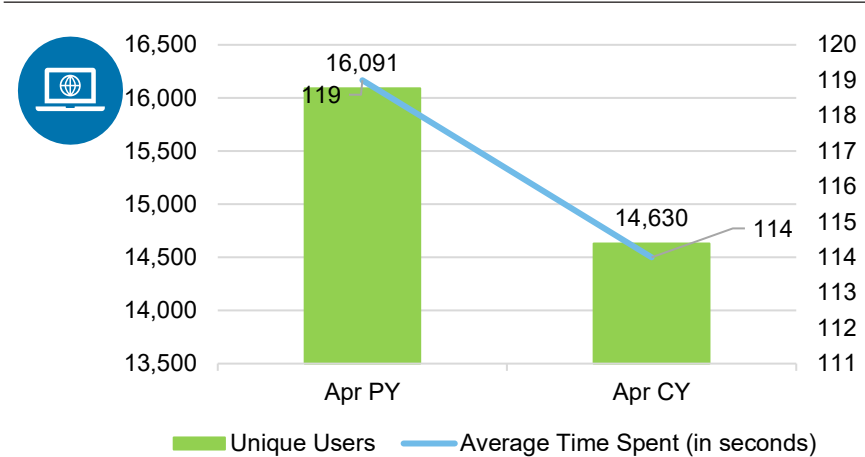
Newsletter Engagement

Goal: >50% Subscribers and 50% Open Rate

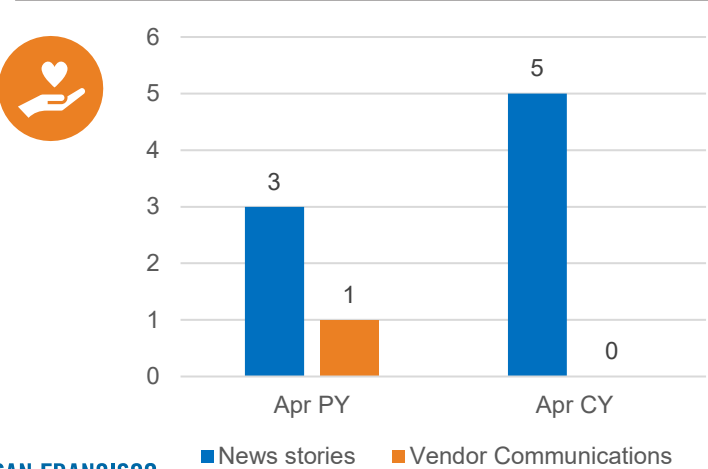


SFHSS Website Engagement

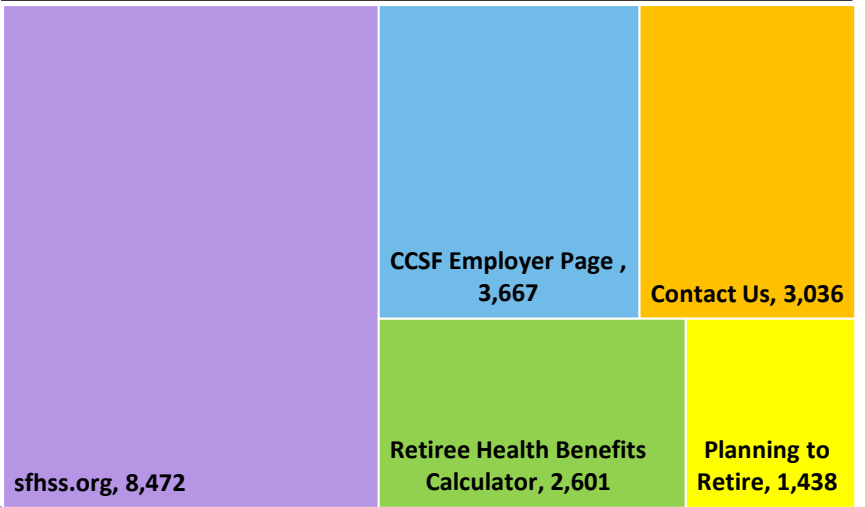
Goal: >100 seconds



Preventive Care Communications Goal: > 3



Top Visited Pages on sfhss.org



Blue Shield Medicare Advantage PPO Transition Dashboard

Health Service Board Meeting • May 8, 2025

Health Service System Call Metrics – April 2025

BSC Transition Calls Handled



79

Calls handled

BSC Transition In-Person Interactions



7

Number of in-person interactions

HSS to BSC Calls



76

Members Connecting with BSC through the HSS Phone System

Average Speed to Answer*

Goal: <3 mins



6 mins 11 secs

Average Handle Time*

Goal: <10 mins



7 mins 23 secs

First Contact Resolution

Goal: >75%



91%

Blue Shield Call Metrics – April 2025

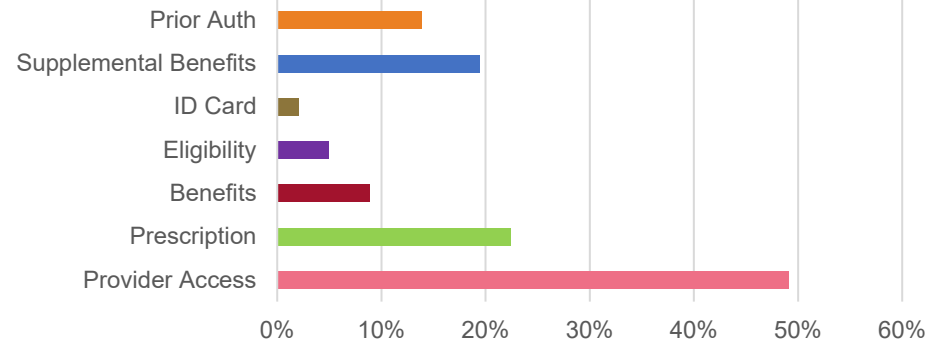
Call Volume



4,423

Calls handled

Support Drivers Metrics



Abandonment Rate

Goal: <3%



1%

BSC to HSS Calls



219

Members connecting with HSS through BSC phone system

Average Speed to Answer

Goal: <3 mins



15 secs

Average Handle Time

Goal: As Long as Required



16 mins

First Contact Resolution

Goal: >75%



95%

Well-Being Dashboard

Health Service Board Meeting – May 8, 2025

(Reporting: March – April 2025)

Well-Being@Work Key Players Training: Civility in the Workplace (April 17, 2025 @ 11:00am-12:15pm)

Training Description:

Q4'FY24-25 the Key Player Training focused on what *Civility in the Workplace* means, how we can be more civil at work, build trust and respect among each other in addition to being supportive, inclusive and how to learn from one another.

Training Objectives:

1. Learn what it means to be civil in the workplace.
2. Obtain tips on how one can be more civil at work.
3. Identify ways to build trust and respect among your colleagues.
4. Learn about the Mental Health Awareness Campaign and how you can support it at the workplace.
5. Explore offering to support employee emotional and mental well-being.

Attendance: 74

Mental Health Awareness Campaign

The Mental Health Awareness Campaign provides members with tools and resources to support their own mental health no matter where they are at on in their mental health journey. It also provides educational and training opportunities for individuals to recognize when someone may be dealing with a mental health challenge and provide them support.

SFHSS Strategic Plan Goal #5:

Support the mental health and well-being of our membership by reducing stigma and addressing barriers to care in partnership with key stakeholders.

Objectives:

Implement an annual Mental Health Awareness Campaign during the month of May to increase utilization of mental health and substance use disorder resources and services.

Key Performance Metric (KPI):

Increase utilization of resources and services by 5% compared to prior year.

Target Audience: All members

Campaign Website: <https://sfhss.org/were-here-for-you>

Mental Health Awareness Campaign - Offerings

Calendar of Events – a full list of activities, events and offerings member can engage in throughout the month.

Be Seen in Green Challenge – Show support by wearing green, the official color for Mental Health Awareness.

Meditation Series – Learn how to start a practice of meditation and then engage weekly in a live meditation class or access meditation videos.

Training

- Stress First Aid – [May 14](#) & [May 29](#)
- [Mental Health First Aid Intro](#)
- [Mental Health First Aid Certification 2.0](#)

Resources and Tools

- [Mental Health Awareness Toolkit for Leaders, Managers, and Supervisors](#)
- [EAP Pocket Guide for Leaders, Managers, and Supervisors](#)
- [Employee Assistance Program](#)
- [Mental Health Assessment](#)
- [Online Learning Labs](#)

Health Plan Benefits for [Active Employees](#) and [Retirees](#)

- Access resources and programs that can help support your mental health journey.

SFHSS Employee Assistance Program (EAP)

March Highlights:

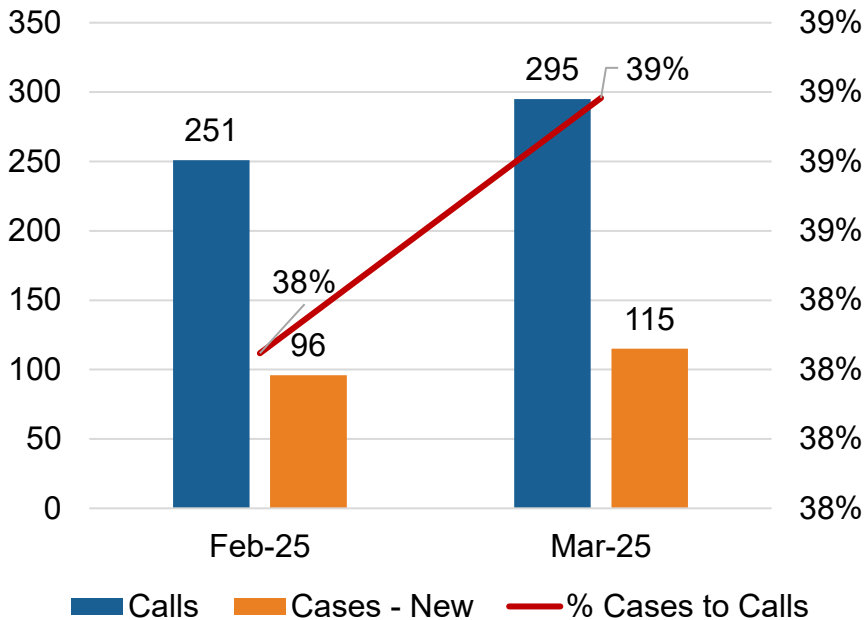
- ✓ 152 services provided.
- ✓ 187 individuals served.
- ✓ 4 trainings were offered serving a total of 37 people.
- ✓ 105 individual consultations were provided.
- ✓ 19 leadership consultations were provided.

FEBRUARY: Calls/Cases - Internal & External EAP

Highlights 2025

- ✓ Overall increase in calls and cases in March compared to February, same year.

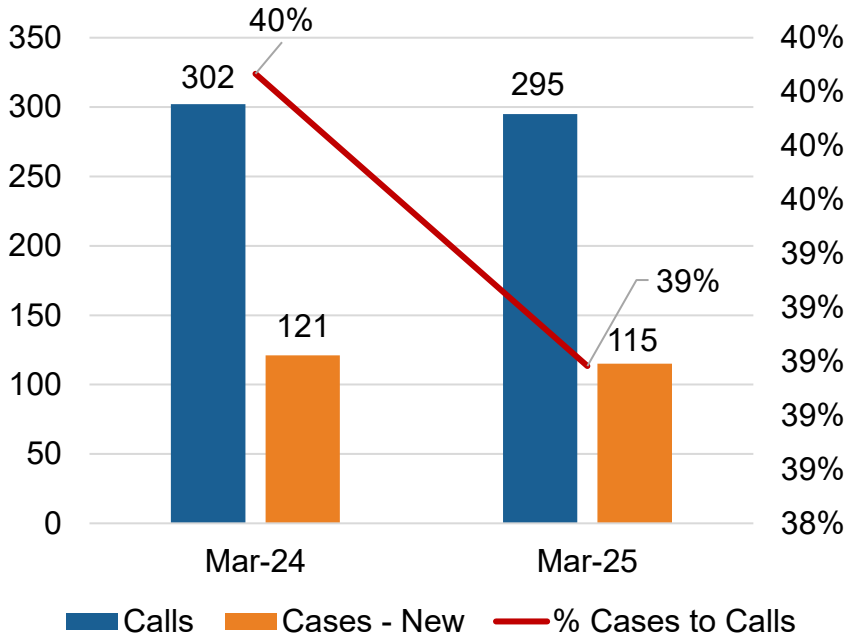
March 2025 Compared to February 2025: Calls, Cases, and % of Calls that Led to a Case



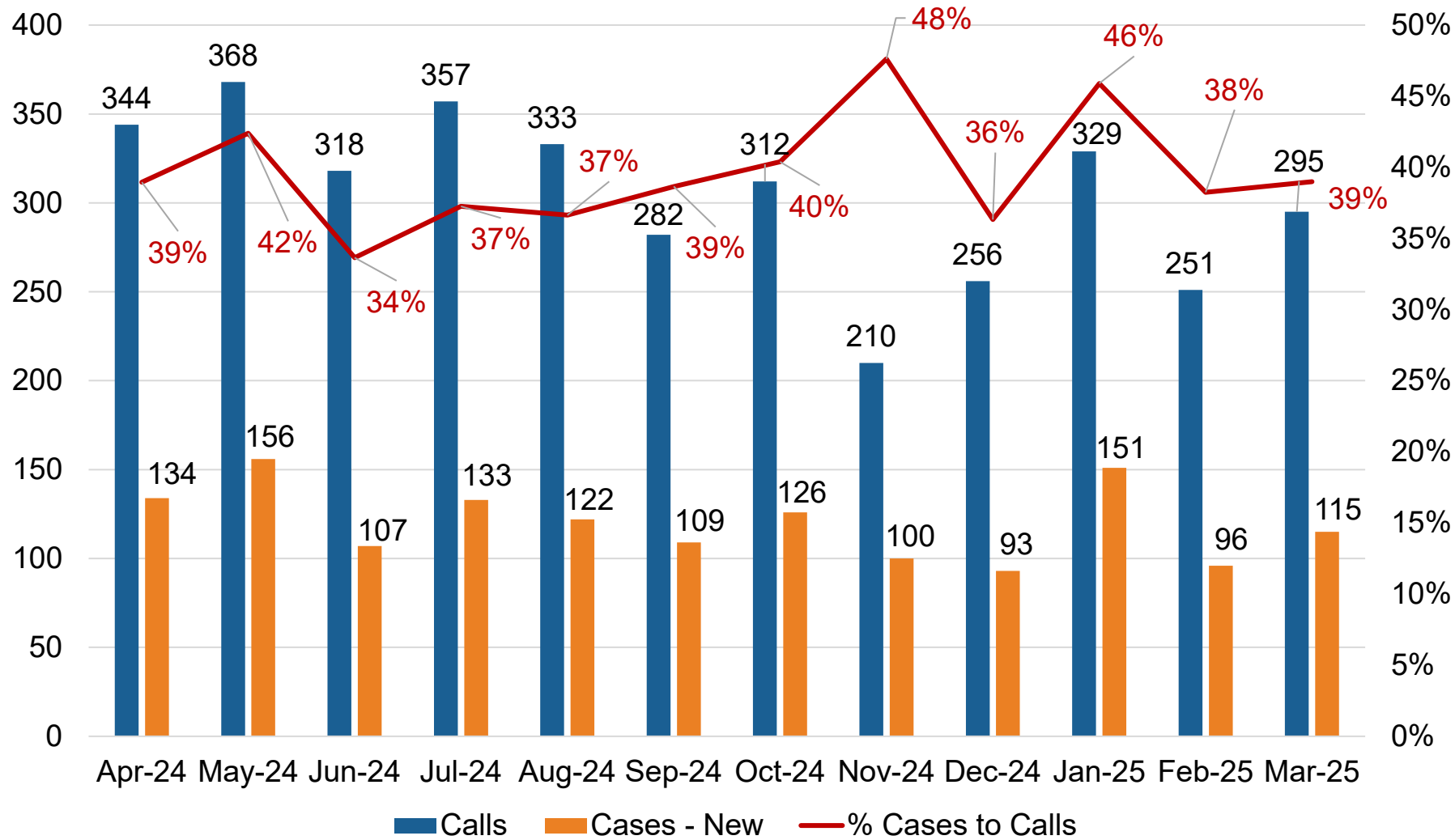
Highlights Year Over Year

- ✓ Overall decrease in calls and cases in March compared to the same month, prior year.

March 2025 Compared to March 2024: Calls, Cases, and % of Calls that Led to a Case

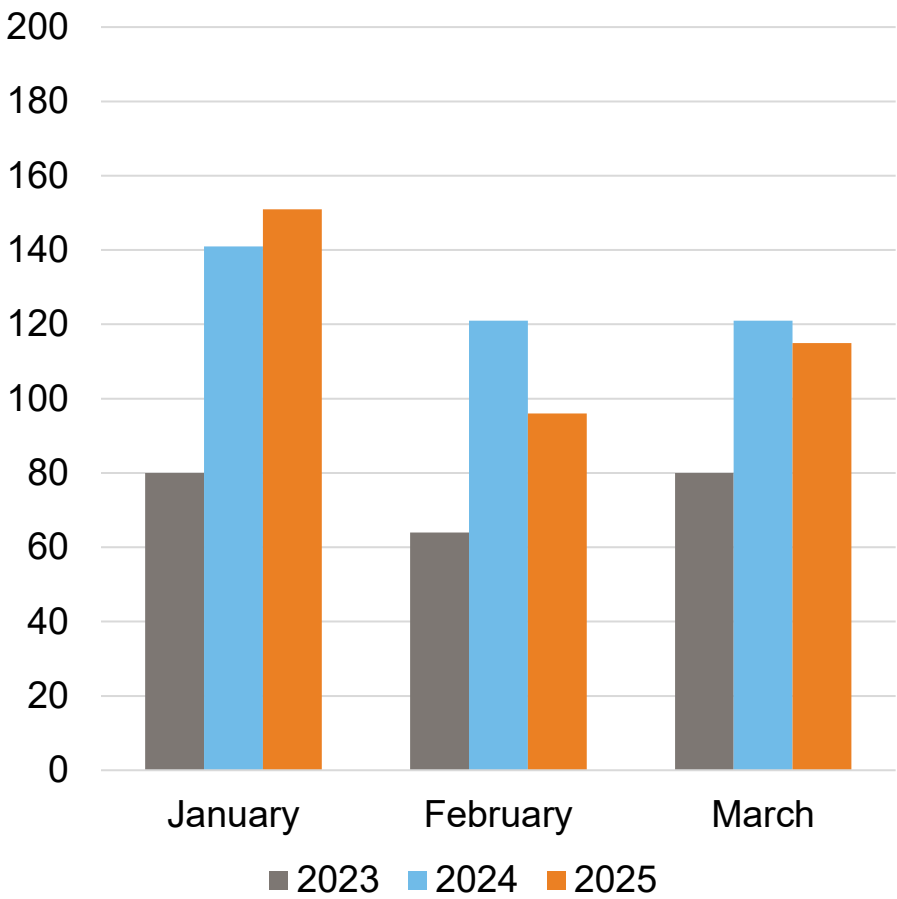


Calls/Cases: 12-Month Period - Internal & External EAP



Calls/Cases: Year Over Year - Internal & External EAP

New Cases



Call Volume

