



HEALTH SERVICE BOARD

CITY & COUNTY OF SAN FRANCISCO

Art Howard
President

Fiona Wilson, MD
Vice President

Jack Cremen
Commissioner

Supervisor Matt Dorsey
District 6
Commissioner

Diana Guevara
Commissioner

Mary Hao
Commissioner

Gus Vallejo
Commissioner

Rey Guillen
Executive Director
Health Service System

Holly Lopez
Executive Secretary

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

HEALTH SERVICE BOARD

MEETING MINUTES

Thursday, September 10, 2026, 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 the public to comment at the beginning of the meeting and on each discussion or action item on the agenda. Each comment is limited to 3 minutes, and the Chair may, at their discretion, limit public comment to less than 3 minutes per member of the public. 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. Remote viewing may not be available due to technology outages.

Watch at 1:00 p.m. on September 10, 2026 (via SFGovTV schedule)

Click the link to join the meeting – [September 10, 2026 HSB Regular Meeting WebEx link](#)

Public Comment Call-In: 415-655-0001 / Access Code: 2664 149 4695 Webinar Password: 1145

Listening to the meeting via phone

1. Dial **415-655-0001** and then enter **access code** 2664 149 4695#, then # again
2. Press *3 to enter 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.**
3. You will be muted when your time to speak has expired.

Watching the meeting on WebEx

1. Join via hyperlink [September 10, 2026 HSB Regular Meeting WebEx link](#)
2. Webinar Password: 1145
3. **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.
4. 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.
5. 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 and **received by 4 p.m. on Wednesday, September 9, 2026**, 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, and the Board Secretary will note on the record during the specific agenda item that the Board received written public comment on that item and will include that note in the meeting minutes. In the body of your email, indicate the meeting date and the particular agenda item number. If you do not specify an agenda item, your emailed public comment will be read under general comment.

1. **CALL TO ORDER:** 1:00 p.m.

2. **ROLL CALL:**

President Art Howard- Present
Vice President Fiona Wilson- Excused
Commissioner John Cremen- Excused
Supervisor Matt Dorsey- Present
Commissioner Diana Guevara- Present
Commissioner Mary Hao- Excused
Commissioner Gus Vallejo- Present

3. **GENERAL PUBLIC COMMENT - This is 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:

Written Public comment:

Anonymous: The letter raised policy and governance concerns regarding operational oversight, institutional risk and safeguards, member well-being, and executive management accountability within HSS. The submission was received and forwarded to the Board.

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

[See PDF of August 13, 2026 HSB Regular Meeting Minutes Approved](#)

Supervisor Dorsey moved to approve the August 13, 2026 Health Service Board Regular Meeting Minutes. Commissioner Vallejo seconded the motion.

PUBLIC COMMENT: None

VOTE:

Ayes: Dorsey, Howard, Guevara and Vallejo

Noes: None

ACTION: The Health Service Board unanimously approved the August 13, 2026 Health Service Board Regular Meeting Minutes.

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

[See PDF of the Annual Education Calendar](#)

President Howard announced a change to the education calendar, explaining that the Medicare plans presentation was postponed to allow proper time for the Board to hear and consider a member appeal and to comply with SFHSS rules. He assured the Board that the topic will be presented at the regular October meeting. He also recognized the department's efforts in preparing for open enrollment, which will take place from October 1st to October 23rd, and thanked staff for sharing their plans with the public. Finally, President Howard noted that staff's work on the strategic plan for 2027–2031 is progressing and encouraged members to contribute suggestions and questions to help shape a shared vision for HSS.

PUBLIC COMMENT:

Anonymous speaker requested that the educational session be scheduled in September next

year, rather than October, to give members more time to understand the complex open enrollment process.

6. DIRECTOR'S REPORT: (Discussion)

[See PDF of September 10, 2026, Director's Report](#)

Rey Guillen, SFHSS Executive Director, and Olga Stavinskaya-Velasquez presented the following items:

- Health Net Market Exit and Impact on Covered Members
- Personnel Updates
 - Promotion: 1210 Benefits Analyst, Member Services – Su Min (Suah) Lin, promoted effective 8/31/2026 from 1209 Benefits Technician
 - New Hire: 1210 Benefits Analyst, Member Services -Charlene Pagal, effective 8/31/2026
- Divisional Updates • Operations

President Howard asked Rey Guillen whether the team felt confident about managing the transition with Health Net, noting that it was a significant challenge requiring quick adjustments. Rey Guillen responded that while the team was feeling stressed, he personally felt more confident and assured the Board that the transition would be handled in a way that minimized stress for members and ensured uninterrupted benefit coverage. He explained that a draft plan was ready to present to the Department of Human Resources and expressed confidence that the transition would be managed with minimal disruption

PUBLIC COMMENT: None

7. SFHSS FINANCIAL REPORT AS OF JUNE 30, 2026: (Discussion)

[See PDF of SFHSS Financial Report as of June 30, 2026, memo](#)

[See PDF of SFHSS Financial Report as of June 30, 2026, presentation](#)

Teresa Tan, SFHSS Chief Financial and Affordability Officer, presented the following items:

- Employee Benefit Trust Fund
- Pharmacy Rebate Overview
- Healthcare Sustainability Fund
- General Fund Administrative Budget

Teresa Tan explained that pharmacy rebates are payments from drug manufacturers to encourage pharmacy benefit managers (PBMs) or health plans to include their drugs on a formulary. PBMs negotiate these rebates, manage formularies, and process prescription drugs, with rebate terms agreed upon between PBMs, health plans, and manufacturers. Members fill prescriptions throughout the year, and some drugs may be eligible for rebates, which are reported quarterly and reimbursed based on the agreement. Eligible rebates are distributed to HSS, and strong health plan agreements ensure funds are returned to the Benefit Trust Fund, supported by scheduled pharmacy rebate audits.

Commissioner Diana Guevara asked Teresa Tan whether the Kaiser pharmacy costs, which are absorbed into the premium due to its integrated model, are included in the audits to ensure balance. Teresa Tan responded that the current audits are only conducted on Blue Shield plans and not on Kaiser. Commissioner Guevara asked if any comparisons are made between

Kaiser's pharmacy utilization and other plans. Teresa Tan confirmed that no such comparisons are made.

PUBLIC COMMENT: None

8. OPEN ENROLLMENT FOR PLAN YEAR 2027 AND MEMBER ENGAGEMENT PLANS:
(Discussion)

[See PDF of September 10, 2026 OE for PY2027 and Member Engagement Plans](#)

Rin Coleridge, SFHSS Chief Operating and Experience Officer, and Jessica Shih, SFHSS Communication Director presented the following items:

- What is Open Enrollment?
- What's New for 2027
- Flexible Spending Account Changes for 2027
- Open Enrollment Timeline
- Member Engagement
- Benefits Fairs
- Flu Prevention Campaign
- Operational Support
- Open Enrollment Goals

Commissioner Vallejo asked why Open Enrollment on-site events were being held at Public Works, SFO, and public utilities, but not at MTA, noting that MTA has a large remote workforce. Rin Coleridge explained that outreach was made to MTA, but MTA declined the offer for an on-site event.

President Howard asked whether members would still have time to make changes to their open enrollment after attending the Medicare training next month. Rin Coleridge confirmed that members would have time, since open enrollment continues through October 23rd. Rin Coleridge explained that the training is a high-level overview and encouraged members to attend benefit fairs or contact their plans directly for additional support during open enrollment. President Howard agreed and emphasized that members should call and ask questions if they need help.

PUBLIC COMMENT:

Dennis Kruger, Active and Retired Firefighters and Spouses: expressed concern that members without email or computers might not receive important information, and asked what steps were being taken to reach those individuals. Dennis Kruger also requested that the Health Service System's 800 number be included in written communications, as it had been missing from recent open enrollment letters.

Rin Coleridge responded that for the city, county, and Superior Court population, digital communications are sent to about 35,000 people, but fewer than 40 members had no email addresses. Those members are sent printed letters. Rin Coleridge explained that key information from guides is made available in print for retirees, and members can call to request printed materials. Regarding the 800 number, Rin Coleridge said it should be prominent on the website and contact page, and efforts would be made to include it in future mailings.

Rey Guillen added that the email campaign is only for active employees, who generally

have access to email. For those without email, other provisions are made to send them letters. If the campaign were expanded to retirees, it would require more careful planning. Rey Guillen confirmed that efforts were made to identify active employees without email addresses and mail them communications.

9. SAN FRANCISCO HEALTH SERVICE SYSTEM 2027-2031 STRATEGIC PLAN FRAMEWORK: (Discussion)

[See pdf of September 10, 2026 AFSHSS 2027-2031 Strategic Plan Framework](#)

Rey Guillen, SFHSS Executive Director presented the following items:

- Timeline
- Purpose
- Mission, Vision, and Core Values
- 5 Pillars
- Next Steps

President Howard expressed confidence in the expertise of the team and stated that he likes the idea of a five-year timeline for the strategic plan, noting that it makes a lot of sense. He emphasized that if things need to be adjusted in the meantime, they can be brought to the board for review. He appreciated that the five-year plan removes the pressure of having to redo the plan every couple of years. He also highlighted that the strategic plan is essentially about doing more with less, given the uncertainty of future economic conditions, and acknowledged that the team has been focused on these challenges.

President Howard noted that whenever he mentions his involvement with the Health Service System, he has to explain what the organization actually does and agreed that a name change could make sense. Supervisor Dorsey recalled that changing a department name, such as the Department of Aging and Adult Services, required a charter amendment and a vote by the public, acknowledging that such changes can be complicated. However, he also recognized the persuasive case for considering a name change, given the confusion and the need for clarity about the department's role.

Director Rey Guillen explained that the Health Service System receives many calls from people who mistake it for public health, which creates challenges for staff. He questioned whether the current name still reflects the department's function—administering non-financial employee benefit programs for city employees—and suggested that a simpler name might improve visibility and understanding. He emphasized the importance of making the department's role clear to the city organization and the public, especially when competing for financial resources, so as to protect those resources from unnecessary cuts. He acknowledged that changing the department name is not a simple task, but it could help tell the department's story more effectively.

President Howard asked about the progress of discussions on AI, emphasizing that previous conversations at the Board level had focused on using AI to enhance services rather than replace staff. President Howard wanted to know where the organization currently stands in the AI conversation and whether guardrails could be built into the strategic plan to ensure AI is used for backend support, not for replacing human-to-human contact.

Rey Guillen responded that the city is at the early stages of exploring AI, with thoughtful consideration on how it can be incorporated to make city employees' jobs easier. He clarified that AI is not intended to replace staff but to reduce administrative workload, such as invoice

reconciliations, allowing staff to focus more on member-facing activities. He explained that implementing new tools requires significant effort and that the department is participating in city-wide pilot projects, with a few staff members testing AI solutions and reporting back. Major implementation will take time, but the hope is to gradually introduce AI over the next five years to reduce tedious tasks. He confirmed that guardrails will be built into the strategic plan, with the new information systems manager and other staff working to ensure protections are in place, always prioritizing feedback from staff and aiming to make their jobs easier without replacing them.

PUBLIC COMMENT:

Teresa Palmer, Protect Our Benefits and RECCSF, raised concerns about confusion among retirees regarding Medicare Advantage, HMOs, and traditional Medicare. She suggested that the upcoming presentation in October be recorded or converted into a PowerPoint, so it could be shared with retirees to improve their understanding and reduce phone inquiries. She also recommended making this educational outreach part of the strategic plan, with annual updates.

Rey Guillen responded by acknowledging the importance of health care literacy for members. He explained that the strategic plan includes initiatives to enhance member education as part of delivering an exceptional member experience. He emphasized that feedback from members about the need for more education on basic concepts is recognized and assured that information from the Board presentation will be shared with members in some form. He also added that the department has previously considered going out to retiree groups to provide base-level education, and appreciates the comment, noting that this effort is already part of the plan.

10. REPORTS AND UPDATES FROM CONTRACTED HEALTH PLAN REPRESENTATIVES:
(Discussion)

No reports from Health Plan Representatives.

PUBLIC COMMENT: None

BREAK: ~2:27-2:37 p.m.

11. VOTE ON WHETHER TO HOLD CLOSED SESSIONS FOR TWO SEPARATE ITEMS 1. MEMBER APPEAL AND 2. REVIEW AND APPROVE THE 2026 MIDYEAR EMPLOYEE PERFORMANCE EVALUATION REPORT (Action):

Supervisor Dorsey moved to hold closed sessions for two separate items 1. Member Appeal 2. Review and Approve the 2026 Midyear Employee Performance Evaluation Report. Commissioner Guevara seconded the motion.

PUBLIC COMMENT: None

VOTE:

Ayes: Dorsey, Howard, Guevara and Vallejo

Noes: None

ACTION: The Health Service Board unanimously approved holding closed sessions for two separate items 1. Member Appeal 2. Review and Approve the 2026 Midyear Employee Performance Evaluation Report.

**CLOSED SESSION UNDER CALIFORNIA CONSTITUTION ARTICLE I, SECTION 1;
THE CONFIDENTIALITY OF MEDICAL INFORMATION ACT, CALIFORNIA CIVIL
CODE §§ 56 ET SEQ; AND THE HEALTH INSURANCE PORTABILITY AND**

12. CLOSED SESSION FOR MEMBER APPEAL (Action):

Presented by President Hao

ACTION:

GOVERNANCE COMMITTEE MEETING MATTERS

**GOVERNMENT CODE SECTION 54957 (B)(1) AND SAN FRANCISCO ADMINISTRATIVE
CODE 67.10(B): PUBLIC EMPLOYEE PERFORMANCE EVALUATION**

**13. REVIEW AND APPROVE THE 2026 MIDYEAR EMPLOYEE PERFORMANCE EVALUATION
REPORT: (Action)**

Presented by Holly Lopez, Board Secretary

Employee and Position: Rey Guillen, SFHSS Executive Director

DOCUMENTS ATTACHED:

HSB 2026 Midyear Employee Performance Evaluation Report

ACTION:

RECONVENE IN OPEN SESSION

Reconvened in open session at 4:40 p.m.

President Howard announced that the Board only addressed the member appeal item, and the review of the 2026 midyear employee performance evaluation item would be added to the October meeting agenda.

**14. POSSIBLE REPORT ON ACTION TAKEN IN CLOSED SESSION (Government Code Section
54957.1 and San Francisco Administrative Code Section 67.12(b): (Action)**

President Howard moved to not report on action taken in closed session. Supervisor Dorsey seconded the motion.

PUBLIC COMMENT: None

VOTE:

Ayes: Dorsey, Howard, Guevara and Vallejo

Noes: None

ACTION: The Health Service Board approved not to report on action taken in closed session. Supervisor Dorsey seconded the motion.

15. VOTE TO ELECT WHETHER TO DISCLOSE ANY OR DISCUSSION HELD IN CLOSED SESSION: (San Francisco Administrative Code Section 67.12(a)): (Action)

President Howard moved to not disclose any discussion held in closed session. Supervisor Dorsey seconded the motion.

PUBLIC COMMENT: None

VOTE:

Ayes: Dorsey, Howard, Guevara and Vallejo

Noes: None

ACTION: The Health Service Board approved not to disclose any discussion held in closed session. Supervisor Dorsey seconded the motion.

16. ADJOURNMENT: 4:43 p.m.

Health Service Board and Health Service System Website: <https://www.sfhss.org/>

Summary of Health Service Board Rules Regarding Public Comment

1. There will be an opportunity for 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; the Chair has the discretion to limit public comment to less than 3 minutes per member of the public.
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 by 5 p.m. 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 and the Board Secretary will note on the record during the specific agenda item that the Board received written public comment on that item and will include that note 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. Remote public comment from people who have received 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. There are elevators and accessible restrooms located on every floor. **Wheelchair-accessible entrances are located on Van Ness Avenue and Grove Street. Please note the wheelchair lift at the Goodlett Place/Polk Street is temporarily not available.** After multiple repairs that were followed by additional breakdowns, the wheelchair lift at the Goodlett/Polk entrance is being replaced for improved operation and reliability. We anticipate having a functioning lift after the completion of construction in May 2025.

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, 628-652-4646.

To access the meeting remotely as an accommodation, please use [September 10, 2026 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. The following email has been established to contact all members of the Health Service Board: health.service.board@sfgov.org.

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 <https://sfethics.org/>

ChatGPT and Microsoft CoPilot AI were used to summarize and clarify discussion points in the agenda.