

June 9, 2005

Health Service Board

Minutes

Regular Meeting

Thursday, June 9, 2005

1:00 PM

*City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94103*

Call to Order		
Pledge of Allegiance		
Roll Call	President, Scott Heldfond, Arrived at 1:20 PM Vice President Karen Breslin Commissioner James Deignan Commissioner Sharon Johnson Commissioner Mitch Katz, M.D., Arrived at 1:45 PM Commissioner Claire Zvanski	
06092005-01	Action Item	Approval (With Possible Modifications) of the Minutes of the Following Meetings: • <i>Regular Meeting of May 12, 2005</i> • <i>Special Meeting-Closed Session of May 12, 2005</i> Staff Recommendation: Approve draft minutes Documents provided to Board prior to meeting: <i>Draft Minutes of the HSB Regular and Closed Session Meetings.</i> Public Comments: None Action: Moved and seconded by the Board to approve the minutes of the HSB Regular Meeting and the Special Meeting of May 12, 2005. Motion passed 4 to 0.
06092005-02	Discussion Item	Reports Of Health Service System Staff and Legal Counsel Regarding the Following Matters:

Administration (Jeff Hildebrant)

- Jeffrey Hildebrant introduced the new HSS Supervising Fiscal Officer, Tess Navarro. Ms. Navarro started work as of Monday, June 6, 2005.
- The *City Health Plan Claims History for April, 2005* was distributed to the commissioners and is attached as **Schedule #1**.
- The HSS budget will be presented to the Board of Supervisors on June 20 and June 27, 2005. Mr. Hildebrant stated that he is currently working with the BOS budget analyst in regards to the processing procedures required by the Mayor's Budget Office. The Mayor's Budget Office will propose and recommend approval to the BOS Full Board an additional list of cuts or changes to the Health Service System. This list will be submitted to Mr. Hildebrant for review by next week.
- Details regarding CalPERS and the HSS interface will be presented at the next HSB meeting in July.

Legal update (Molly Stump)

- Molly Stump stated that as a result of changes of assignments made by the City Attorney's Office, she will no longer serve as legal counselor for the Board and introduced Deputy City Attorney Gina Rocconova as her replacement. Ms. Rocconova has a lot of experience as a labor employment attorney with the City Attorney's Office. Ms. Stump stated that she will continue to work with Ms. Rocconova for a period of time to ensure a smooth transition. She told the Board that working with them has been a privilege and a honor and she will miss them. President Heldfond stated that the Board appreciated her excellent services and commitment to the Board and as well as her admirable personality and ability to get along with everyone.

HSB President's update (Scott Heldfond)

- President Heldfond introduced and welcomed the new (elected) HSB Commissioner, Sharon Johnson. Ms. Johnson works for the John Burton Foundation for Children Without Homes. She was formerly Chief of Staff for Senator John Burton for eight years.

Public Comments: None

06092005-03 Action Item Presentation and Acceptance (With Possible Modifications) of

		<p>Regular Financial Report of HSS Finance (Jamie Austin).</p> <ul style="list-style-type: none"> The Board received the <i>Activity for HMOs and City Health Plan, March 2005</i>, which is attached as Schedule #2. <p>Staff Recommendation: Accept report</p> <p>Public Comments: None</p> <p>Action: Motion was moved and seconded by the Board to accept the HSS financial report. Motion passed 6 to 0.</p>
06092005-04	Action Item	<p>Resolution of Commendations</p> <ul style="list-style-type: none"> Resolution of Commendation was read by President Heldfond regarding Commissioner Aleeta Van Runkle. This resolution is attached as Schedule #3. Resolution of Commendation was read and presented to the Board by President Heldfond regarding Jeffrey Hildebrant, Deputy Director for HSS. This resolution is attached as Schedule #4 <p>Public Comments:</p> <ul style="list-style-type: none"> Dennis Krueger thanked Jeffrey Hildebrant for his service and commended that Mr. Hildebrant was always there when he needed him and always returned his telephone calls. Bernard Crotty, President of the Retirees Association stated that he is happy to see Mr. Hildebrant receive the Commendation and that he appreciated him for his work and the fact that he was always available whenever he called or needed him for advice. <p>Action: Motion was moved and seconded by the Board to approve the Resolution of Commendations for Jeffrey Hildebrant and Commissioner Aleeta Van Runkle. Motion passed 6 to 0.</p>
06092005-05	Discussion Item	<p>Proposition C - Planning and Implementation</p> <ul style="list-style-type: none"> President Heldfond thanked Jeffrey Hildebrant and the HSS staff for fulfilling commitments and challenges that was implemented by the passing of Proposition C and requested that it be removed from the agenda as of July 1, 2005 (effective date). He recommended that the HSB commissioners seek guidance from the Mayor's Office on how to maintain the strength of the department as it goes through its transition of: (1) new HSS Director as of June 13, 2005, (2) as a new department <p>Public Comments: None</p>

		<p><u>Agenda Order Change</u></p> <ul style="list-style-type: none"> • President Heldfond requested that the following order changes on the agenda: Item #7 (next), Item No. 6, followed by Item No. 8.
<p>06092005-06</p>	<p>Action Item</p>	<p>Election of Health Service Board Officers (President and Vice President) for Fiscal Year 2005-2006.</p> <p><u>Proposal to re Elect President Heldfond</u></p> <p>The commissioners agreed that President Heldfond completed Dr. Melissa Welch's term as HSB President. Dr. Welch's seat became vacant in June-2004-2005. President Heldfond assured the Board that if he is nominated to serve as HSB President for 2005-2006 he would continue to meet and succeed in the challenges and responsibilities that the passing of Proposition C has placed before the HSB and the Health Service System.</p> <p>Nominations for HSB President for 2005-2006</p> <ul style="list-style-type: none"> • Commissioner Zvanski moved to nominate President Heldfond as President of the HSB. The Board offered no other nomination. <p>Public Comments: None</p> <ul style="list-style-type: none"> • Nomination for HSB President was closed. <p>Action: Motion was moved and seconded by the Board to re-elect President Heldfond as President of the HSB for FY 2005-2006. Motion passed 6 to 0.</p> <p><u>Nomination for HSB Vice President for Fiscal Year 2005-2006</u></p> <ul style="list-style-type: none"> • Commissioner Zvanski moved to nominate Commissioner James Deignan as the Vice President of the HSB. The Board offered no other nomination. <p>Public Comments: None</p> <ul style="list-style-type: none"> • Nominations for HSB Vice President were closed. <p>Action: Motion was moved and seconded by the Board to elect Commissioner James Deignan as Vice President of the HSB for FY 2005-2006. Motion passed 6 to 0.</p>
<p>06092005-07</p>	<p>Action Item</p>	<p>Assignment of Committee Members to Serve on the Rules Committee and the Rates and Benefits Committee.</p> <ul style="list-style-type: none"> • President Heldfond appointed Commissioner Karen Breslin as Chair of the Rates and Benefits Committee. Attorney Molly

		<p>Stump reminded the Board that the HSS Rules and Regulations states that this committee has 5 members (includes 1 ex-officio, which is currently a vacant seat) and any change recommendations (i.e. selection of committee members) that the Rates & Benefits Committee wishes to make should be presented to the Rules Committee for discussion. A ten-day advance public notification is required. The recommendation of the Rules Committee is submitted to the HSB for discussion and possible action. Ms. Stump stated that it is important that the committee conform themselves according to the Rules and Regulations regarding committee membership: (1) Board can vote today as a body for who will compose the (Rates & Benefits) committee or (2) Ask the committee Chair to make a proposal/recommendation regarding selection of committee membership and the Board vote as a body on the proposal (which is consistent with the HSS Rules & Regulations). Otherwise, the Board's other option would be to change the Rules (i.e. compose Rates & Benefits as a body of the whole, committee size, make policy issues, quorum, etc.).</p> <p>President Heldfond recommended that Commissioner Breslin consult the City Attorney for clarification of the Rules & Regulations and have a recommendation for committee membership prepared for the next HSB meeting.</p> <ul style="list-style-type: none"> • President Heldfond recommended Commissioner Zvanski as Chair of the Rules Committee and requested that she consult the City Attorney for clarification of Rules and have a recommendation for committee membership at the next HSB meeting. Dr. Katz stated that clarification is needed in the Rules & Regulations regarding committee membership. <p>Public Comments: None</p> <p>Action: None</p>
06092005-08	Discussion/With Possible Action Item	<p>Health Service Board Committee Reports:</p> <p>Budget & Finance Committee (James Deignan)</p> <ul style="list-style-type: none"> • The Board received copies of the <i>Draft Minutes of the Finance & Budget Committee Meeting, February 23, 2005</i>, which is attached as Schedule #5. <p>Public Comments: None</p> <p>Action: Motion was moved and seconded by the Board to approve the minutes of the Finance & Budget Committee meeting of February 23, 2005. Motion passed 6 to 0.</p> <p>Rules Committee</p>

		<ul style="list-style-type: none"> The Rules Committee meeting scheduled for June 28, 2005, has been cancelled Notification of this cancellation will be posted and distributed.
06092005-09	Discussion Item	<p>United Health Care (Uniprise) Update -Kathy Hajapolous</p> <ul style="list-style-type: none"> The Board received the following attachments for review prior to the meeting: <i>CCSF-City Plan Services Administered by United Healthcare</i>, attached as Schedule No. 6. Topics covered in this report: <ul style="list-style-type: none"> - Network & Care Management Services - Expanding Access Where you Need It - Programs that Work to Manage Illness - Claims Processing Functions - Member Tools Available - Health Information resources - Integrated Pharmacy Management Services - United Behavioral Health <p><i>CCSF United Healthcare Operations Scorecard</i>, which is attached as Schedule No. 7.</p> <ul style="list-style-type: none"> Topics covered in this report: <ul style="list-style-type: none"> - CCSF Performance Metric Reporting for July 2004-December 2004 - CCSF Monthly Trend Charts and UHC Comparisons/Transaction Processing (TTP): % in 10 Work Days - CCSF Monthly Trend Charts and UHC Comparisons/Claim Accuracy - CCSF Monthly Trend Charts and UHC Comparisons Customer Care <p>Public Comments:</p> <ul style="list-style-type: none"> Bernard Crotty, President of the Retirees Association, said that he does not understand the role of United Health Care. Jeffrey Hildebrant explained that Uniprise provide many services that used to be handled by the City Plan staff: pay claims, pay providers, customer service (24 hours) and

		<p>administer professional services that were not available to the CCSF to enrollees with the use of high technology, etc. Mr. Crotty also stated that explanation of benefits form is very confusing and offers too much information and should be rewritten for clarification.</p> <ul style="list-style-type: none"> Claire Dunn expressed concern regarding getting HSS and Uniprise develop a better way to get information to the employees and retirees who do not have access to a computer, HSS staff is not returning phone calls and there is a need to develop a follow-up plan for returning calls. Jeff Hildebrant confirmed that she will receive a copy of the United Health Care's contract.
06092005-10	Discussion Item	<p>Reports On Network and Health Plan Issues (Network and Health Plan Representatives).</p> <ul style="list-style-type: none"> Roland Mittica stated that he will keep the Board updated on the Medicare Part D and this item will appear on the next meeting agenda. Marshon Thorsen of Health Net, presented a document announcing the transition of Direct Network Physicians in the San Francisco, San Mateo and Sonoma Counties and Health Net began having discussions of this transition in January 2005. This document is attached as Schedule No. 8. Transition is divided into 3 Phases: <ol style="list-style-type: none"> Phase A (PCPs who contract with Direct Network & a current PPG). Phase B (PCPs who contract with Direct Network only) Phase C (PCPs that practice in a city or zip code where there is no PPG alternative or have outstanding issues that will not give a smooth transition, therefore, they remain Direct Network. <p>President Heldfond requested that Health Net's department heads that are responsible for this belated transition announcement come to the next HSB meeting and give a full report for this action and its impact on CCSF account.</p> <p>Public Comments:</p> <ul style="list-style-type: none"> Valerie Lane of Delta Dental announced that Rhett Davis accepted a promotion with Delta Dental and temporarily will not be able to attend the meetings, however; he is expected to return in several months. Jean Thomas, retiree, stated that news of Health Net's transition is shocking and was confirmed by the Board that

		<p>the transition takes effect in August 2005.</p> <ul style="list-style-type: none"> • Laura St Geives, California retired teachers, stated that since Health Net knew about the transition in January and waited until after the Open Enrollment to announce their transition, could the HSB make them honor their contract and wait until the end of the plan year before starting the transition. • Joanne Haggerty assured the Board that this transition was never discussed during the time that she was with Health Net.
06092005-11	Discussion Item	<p>Opportunity To Place Items On Future Agendas.</p> <ul style="list-style-type: none"> • • Committee Assignment • Remove Prop C • Medicare Part D • Health Net Update <p>Public Comments:</p> <ul style="list-style-type: none"> • • Claire Dunn stated that under Medicare Part D, members are receiving letters regarding getting a reduced drug plan (11.5%).
06092005-12	Discussion Item	<p>Opportunity For The Public To Comment On Any Matters Within The Board's Jurisdiction.</p> <p>Public Comments: None</p>
Adjourn		
3:20 PM		

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

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- Speakers are urged to fill out a speaker card in advance, but may remain anonymous if so desired.
- A member of the public has up to three minutes to make pertinent public comments before action is taken on any agenda item.
- A member may comment on any matter within the Board's jurisdiction at the designated time at the end of the meeting. The complete rules are set forth in Section A(6) of the Health Service System Rules and Regulations. A copy of these Rules and Regulations is available at any time upon request. Call the Commission Secretary, Arnetta Brown, for further assistance at (415) 554-1727.

HEALTH SERVICE BOARD AND THE HEALTH SERVICE SYSTEM WEB SITE

<http://hss.sfgov.org>

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Accessible seating for persons with disabilities (including those using wheelchairs) will be available.

The following services are available upon request:

- American Sign Language interpreters will be available upon request.
- A sound enhancement system will be available upon request at the meeting.
- Minutes of the meeting or hearing are available in alternative formats.

If you require the use of any of these services, please contact Commission Secretary, Arnetta Brown, at (415) 554-1727 or by email at arnetta.brown@sfgov.org at least 72 hours prior to the meeting.

In order 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.

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 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, contact Adele Destro by mail to Interim Administrator, Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco CA 94103-4689; by phone at 415 554 7724; by fax at 415 554 7854; or by email at sotf@sfgov.org.

Citizens interested in obtaining a free copy of the Sunshine Ordinance can request a copy from Ms. Destro or by printing Chapter 67 of the San Francisco Administrative Code on the Internet, <http://www.sfgov.org/sunshine/>

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt 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 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94103; telephone (415) 581-2200; fax (415) 581-2317; web site www.sfgov.org/ethics.

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 is prohibited at Health Service Board meetings and its' committee meetings.

- The chair of the meeting may order the removal from the meeting room of any person(s) in violation of this rule.

- 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 set forth in Chapter 67A of the San Francisco Administrative Code and in the Rules and Regulations of the Health Service System.