

September 8, 2005

HEALTH SERVICE BOARD

NOTICE AND AGENDA

Regular Meeting

Thursday, September 8, 2005
1:00 PM

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

CALL TO ORDER

PLEDGE OF ALLEGIANCE

ROLL CALL President Scott Heldfond
Vice President James Deignan
Commissioner Karen Breslin
Supervisor Sean Elsbernd
Commissioner Sharon Johnson
Commissioner Mitch Katz, M.D.
Commissioner Claire Zvanski

09082005-01 **ACTION ITEM** **APPROVAL (WITH POSSIBLE MODIFICATIONS) OF THE MINUTES OF THE FOLLOWING MEETINGS:**

- Regular Meeting of August 11, 2005

STAFF RECOMMENDATION: Approve Minutes.

Documents provided to Board prior to meeting: Draft minutes.

PUBLIC COMMENTS:

ACTION:

09082005-02 **DISCUSSION ITEM** **PRESIDENT'S REPORT** (Scott Heldfond):

Documents provided to Board prior to meeting: None.

PUBLIC COMMENTS:

09082005-03 **DISCUSSION ITEM** **DIRECTOR'S REPORT** (Bart Duncan):

- *Your* Health Service System
- Deactivation of IVR System

- Three's a Crowd Policy
- Enhanced Metrics and Reporting for Customer Service
- Recent Hiring to Bolster Customer Service
- Upcoming Web Enhancements
- Accolades for HSS Staff
- Major Progress on Vendor Reconciliations
- Major Progress on Events Processing
- Focus on Filling Inter-Departmental and Inter-Agency Gaps to Provide Seamless Interfaces and Smooth Transitions for Members

Documents provided to Board prior to meeting: Preliminary draft of redesigned home page.

PUBLIC COMMENTS:

- **09082005-04** **ACTION ITEM** **AMENDMENT TO RULES AND REGULATIONS TO STRUCTURE THE FOLLOWING COMMITTEES AS COMMITTEES OF THE WHOLE, PENDING FURTHER BOARD ACTION** *(President Heldfond):*

- Rates and Benefits Committee
- Rules Committee

STAFF RECOMMENDATION: Adopt the amendment.

Documents provided to Board prior to meeting: Draft amendment.

PUBLIC COMMENTS:

ACTION:

- **09082005-05** **DISCUSSION ITEM** **REPORT ON STATUS OF EFFORTS TO RETAIN CONSULTANT TO RECOMMEND AND FACILITATE THE DEVELOPMENT OF GOVERNANCE BEST PRACTICES FOR THE BOARD** *(Bart Duncan)*

Documents provided to Board prior to meeting: None.

PUBLIC COMMENTS:

- **09082005-06** **DISCUSSION ITEM** **REPORT ON STATUS OF AUDIT FOR FISCAL YEAR 2004-2005** *(Jamie Austin)*

Documents provided to Board prior to meeting: None.

PUBLIC COMMENTS:

- **09082005-07** **ACTION ITEM** **APPROVAL OF FINANCIAL REPORTS FOR JULY 2005 AND UPDATE ON FUTURE IMPROVEMENTS TO THE REPORTS FOR THE CHARTER BENEFITS FUND AND THE NON-CHARTER BENEFITS FUND** *(Tess Navarro):*

STAFF RECOMMENDATION: Approve Reports.

Documents provided to Board prior to meeting: (1) Draft Report for the General Administrative Fund, in the format presented at the meeting of August 11, 2005; and (2) Draft Report for the Charter Benefits and the Non-Charter Benefits in the combined format in use for the prior fiscal year.

PUBLIC COMMENTS:

ACTION:

- **09082005-08** **DISCUSSION ITEM** **EVALUATION AND REVIEW OF RATE CALCULATION FOR CITY HEALTH PLAN FOR THE FOLLOWING FISCAL YEARS (TOWERS PERRIN):**
- 2001-2002
 - 2002-2003
 - 2003-2004
 - 2004-2005

Documents provided to Board prior to meeting: Report prepared by Towers Perrin.

PUBLIC COMMENTS:

- **09082005-09** **DISCUSSION ITEM** **UPDATE ON PLAN TO PROVIDE OVERVIEW OF THE NATIONAL ASSOCIATION OF INSURANCE COMMISSIONER'S RISK-BASED CAPITAL (RBC) METHOD RECENTLY UTILIZED BY CALPERS TO REVISE ITS RESERVE POLICY AND THE POTENTIAL IMPACT OF SUCH METHODOLOGY ON THE CALCULATION OF FUTURE RESERVES (Towers Perrin)**

Documents provided to Board prior to meeting: Update prepared by Towers Perrin.

PUBLIC COMMENTS:

- **09082005-10** **DISCUSSION ITEM** **UPDATE ON EFFORTS TO OBTAIN AND PRESENT CONSOLIDATED UTILIZATION DATA FOR THE MEDICAL PLANS FOR FISCAL YEAR 2004-2005 (Towers Perrin)**

Documents provided to Board prior to meeting: Proposed form of consolidated utilization report, prepared by Towers Perrin.

PUBLIC COMMENTS:

- **09082005-11** **DISCUSSION ITEM** **REPORT ON STATUS OF APPLICATION FOR MEDICARE PART D REIMBURSEMENT (Jeffrey Hildebrant)**

Documents provided to Board prior to meeting: None.

PUBLIC COMMENTS:

- **09082005-12** **DISCUSSION ITEM** **UPDATED STATUS REPORT ON CONTRACTS FOR CURRENT VENDORS TO THE HEALTH SERVICE SYSTEM (Gina Roccanova)**

Documents provided to Board prior to meeting: Chart prepared by HSS staff outlining status of each contract.

PUBLIC COMMENTS:

- **09082005-13** **ACTION ITEM** **AUTHORIZATION OF STAFF TO SEEK SPECIAL CLASSIFICATION AND DEVELOP COSTING FOR THE FOLLOWING NEW STAFF POSITION TO BE FUNDED FROM THE CHARTER BENEFITS TRUST FUND PURSUANT TO CHARTER SECTION A8.423 (OBTAINING AND DISSEMINATING INFORMATION REGARDING PLAN BENEFITS) (Bart Duncan):**

- Health Service System Communications Manager

STAFF RECOMMENDATION: Grant Authorization.

Documents provided to Board prior to meeting: Draft job description for the above position.

PUBLIC COMMENTS:

ACTION:

□ 09082005-14

**Discussion
item**

REPORT ON DISCUSSIONS WITH THE DEPARTMENT OF TELECOMMUNICATIONS AND INFORMATION TECHNOLOGY (DTIS) TO BROADCAST REGULAR BOARD MEETINGS, WITH FUNDING TO BE PROVIDED FROM THE CHARTER BENEFITS TRUST FUND PURSUANT TO CHARTER SECTION A8.423
(Bart Duncan)

Documents provided to Board prior to meeting: Summary of information provide by DTIS and available options.

PUBLIC COMMENTS:

ACTION:

□ 09082005-15

ACTION ITEM

APPROVAL (WITH POSSIBLE MODIFICATIONS) OF THE FORMAT AND PROCESS FOR FUTURE PERFORMANCE REVIEWS OF VENDORS *(Bart Duncan)*

STAFF RECOMMENDATION: Approve proposed format and process.

Documents provided to Board prior to meeting: (1) Draft format (Vendor Report Card) and (2) Description of proposed process.

PUBLIC COMMENTS:

ACTION:

□ 09082005-16

DISCUSSION ITEM

REPORT ON NETWORK AND HEALTH PLAN ISSUES (IF ANY)
(Respective Plan Representatives):

- *Kaiser*
- *Blue Shield*
- *Health Net*
- *United Health Care (City Health Plan)*

Documents provided to Board prior to meeting: None.

PUBLIC COMMENTS:

□ 09082005-17

DISCUSSION ITEM

OPPORTUNITY TO PLACE ITEMS ON FUTURE AGENDAS

PUBLIC COMMENTS:

□ 09082005-18

DISCUSSION ITEM

OPPORTUNITY FOR THE PUBLIC TO COMMENT ON ANY MATTERS WITHIN THE BOARD'S JURISDICTION

PUBLIC COMMENTS:

□ **ADJOURN**

SUMMARY OF HEALTH SERVICE SYSTEM RULES REGARDING PUBLIC COMMENT

- 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>

DISABILITY ACCESS

The meeting will be held at City Hall, #1 Dr. Carlton B. Goodlett Place, Room 416. 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 at 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.

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 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.