

MINUTES

Regular Meeting

Thursday, October 13, 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, Excused
Commissioner Karen Breslin
Supervisor Sean Elsbernd, Excused
Commissioner Sharon Johnson
Commissioner Mitch Katz, M.D.
Commissioner Claire Zvanski

□ **10132005-01** **ACTION ITEM** **APPROVAL (WITH POSSIBLE MODIFICATIONS) OF THE MINUTES OF THE FOLLOWING MEETING:**

- Regular Meeting of September 8, 2005

STAFF RECOMMENDATION: Approve Minutes.
Documents provided to Board prior to meeting: Draft minutes.

PUBLIC COMMENTS: None

ACTION: Motion moved and seconded by the Board to approve minutes of September 8, 2005. Motion passed 5 to 0.

□ **10132005-02** **DISCUSSION ITEM** **PRESIDENT'S REPORT** (Scott Heldfond):

- President Heldfond stated that he was very pleased with the new redesigned website for the Health Service System and the Health Service Board. He complimented Arnetta Brown, Commission Secretary and Bart Duncan for a job well done.

PUBLIC COMMENTS: None

□ **10132005-03** **DISCUSSION ITEM** **COMMITTEE REPORTS:**
Rates and Benefits Committee (Karen Breslin)

- The Board received the Rates and Benefits meeting schedule for fiscal year 2006-2007 (**Schedule #1**). The timeline and goals were developed after a series of meetings

by: Committee Chair Karen Breslin, Commissioner Claire Zvanski, and Michael Hilton of Towers Perrin, Bart Duncan, HSS Director, and Jeffrey Hildebrant, HSS Assistant Director. Dates set aside for the Rates and Benefits Committee are:

- November 22, 2005
 - December 20, 2005
 - January 9, 2006
 - January 12, 2006 (Same day as the HSB Regular Meeting)
- The timeline also consists of goals that are to be accomplished by each meeting date. Chair Breslin requested that any questions and/or additional information be forwarded to Bart Duncan prior to the next meeting. It is important that the commissioners have all information so that they can move the item forward in lieu of holding back for lack of info.

Rules Committee (Claire Zvanski)

- The Rules Committee will meet on October 25, 2005 at 10:00 AM, in Hearing Room 416. Additional information should be submitted to Bart Duncan prior to the meeting so that the items will be ready to be discussed and moved forward during the meeting. The Commission Secretary confirmed that the Rules Committee agenda is posted on the HSS/HSB website (under Meeting Information).

PUBLIC COMMENTS: None

□ 10132005-04

DISCUSSION ITEM

DIRECTOR'S REPORT (Bart Duncan):

- 10-County Survey Initiated- Mailed out at the end of September and an update will be given at the Rates and Benefits Committee meeting scheduled for October 25, 2005.
- Update on Communications Manager Position-DHR will make a presentation for approval at the next HSB meeting in November.
- Update on Current HSS Phone and Lobby Service-Great improvement with visitors in the lobby and the average wait time was approximately 3 minutes.
- Plans for Telephone System Improvements- Working with DTIS to upgrade the software of the current HSS phone system.
- Staff Training Initiatives-Includes management training for all managers and mandatory customized customer service training for all HSS staff members.
- Update on Uniprise Performance Review- A self evaluation form has been sent to the attention of Kathy Hajopoulos of Uniprise. Claire Dunn has agreed to represent the retirees as a member of the evaluation panel and completion of members of the panel will be done at HSS.

PUBLIC COMMENTS: None

- 10132005-05 **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*)
- Mr. Duncan thanked Esther Reyes and staff from the Controller's Office for their help with the RFQ progress in getting together a pool of qualified consultants. Final interviews will be done next week and presentations will be given at the next HSB meeting by 1 or 2 recommended vendors.

PUBLIC COMMENTS: None

- 10132005-06 **DISCUSSION ITEM** **REPORT ON STATUS OF AUDIT FOR FISCAL YEAR 2004-2005** (*Jamie Austin*)
- KPMG auditors will finish their work next week. DHR submitted a request to KPMG for the audit report to be issued to the HSB at the same time that it will be given to the Controller's Office and recommended that the HSB submit the same request to KPMG. Bart Duncan stated that he will write a memo in regards to this request to KPMG. Target date for financial statements presentation is in December.

PUBLIC COMMENTS: None

- 10132005-07 **ACTION ITEM** **APPROVAL OF FINANCIAL REPORTS FOR AUGUST 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. **(Schedule #2)**
2. *Draft Report for the Charter Benefits and the Non-Charter Benefits in the combined format in use for the prior fiscal year* **(Schedule #3)**
3. *City Health Plan Claims Activity Report* **(Schedule #4)**

PUBLIC COMMENTS: None

ACTION: Motion was moved and seconded by the Board to approve the financial reports. Motion passed 5 to 0.

- 10132005-08 **DISCUSSION ITEM** **RETROSPECTIVE EVALUATION AND REVIEW OF RATE CALCULATION FOR CITY HEALTH PLAN FOR THE FOLLOWING FISCAL YEARS** (TOWERS PERRIN, WITH EPILOGUE BY TESS NAVARRO RE RECONCILIATION WITH HSS FINANCIAL STATEMENTS):

- 2004-2005
- 2003-2004
- 2002-2003
- 2001-2002

Documents provided to Board prior to meeting: New report prepared by Towers Perrin (supersedes report presented at meeting of September 8, 2005)

(Schedule #5). Information regarding the background and objectives, data sources and methodology, and observations is given for each plan year.

- Tess Navarro stated that a comparison between the projection and financial statements will be given at the November HSB meeting and that this would be a better time because the audit of the financial statements will be complete.

PUBLIC COMMENTS: NONE

- 10132005-09 **DISCUSSION ITEM** **REPORT ON PLANS FOR OBTAINING MEDICARE PART D SUBSIDIES AND UPCOMING COMMUNICATIONS WITH MEMBERS REGARDING MEDICARE PART D** (*Jeffrey Hildebrant*)

- *Documents provided to Board prior to meeting: Sample of letter to HSS members eligible for Medicare (Schedule #6).* Notice to not enroll in Medicare Part D was sent to retirees and Medicare enrollees. On the reverse side of the notice is the *Creditable Coverage Disclosure Notice.*

PUBLIC COMMENTS: Gerri Meister stated that she was happy with the distribution of the letter and that she received it in her mail yesterday and expressed concern on more people being aware of the Medicare Part D.

- 10132005-10 **DISCUSSION ITEM** **UPDATED STATUS REPORT ON CONTRACTS FOR CURRENT VENDORS TO THE HEALTH SERVICE SYSTEM** (*Gina Rocanova*)

- Uniprise contract agreement will be soon be complete. The requested changes made by the Board to the City Attorney's Office in regards to changing the format of the Health Service System contracts is partly caused by the change in software used by the CCSF and their installation priority procedures. Ms. Rocanova agreed to provide the commissioners with an updated vendor's status chart every other month.

PUBLIC COMMENTS: None

- 10132005-11 **DISCUSSION ITEM** **REPORT ON NETWORK AND HEALTH PLAN ISSUES (IF ANY)** (*Respective Plan Representatives*):

Health Net- Marshon Thorsen

- Health Net received a notice from 6 primary physicians that they will terminate their contract with the direct network in San Mateo and will go into contract with another medical group as of January 1, 2006. Ms. Thorsen stated that Health Net will make sure that when the (106) members affected by this change move to follow their primary care physician they will maintain access to all of the physicians that they previously have through the direct network until June 30, 2006. Bart Duncan stated that Health Net has kept him updated of these changes and that the only impact that will affect the members is that they will receive new ID cards with the name of their chosen medical group versus

the name of the doctor.

Kaiser Permanente, Joanne Haggerty

- In response to Commissioner Breslin's question regarding medical coverage to members who travel out of state, Ms. Haggerty stated that per the contract that Kaiser has with the City and County of San Francisco, medical services are provided only in the state of California. Medical coverage for a Kaiser member who travels out of state is considered only when a member seeks emergency assistance.

PUBLIC COMMENTS: Jean Thomas asked if the Board would consider negotiating with the HMOs for an additional contract agreement that would provide medical coverage to members who travel out of state.

- **10132005-12** **ACTION ITEM** **APPROVAL OF RESOLUTION OF COMMENDATION FOR DIANA M. FERRARI UPON HER RETIREMENT** (*Bart Duncan*):
STAFF RECOMMENDATION: Approve Resolution.
Documents provided to Board prior to meeting: Draft resolution (Schedule #7).
PUBLI COMMENTS: Nancy Gin stated that she hopes that the Board will see Diana Ferrari working with POB and with the Retirees' Association in the near future.
ACTION: Motion was moved and seconded by the Board to approve resolution of commendation for Diana M. Ferrari. Motion passed 5 to 0.

- **10132005-13** **DISCUSSION ITEM** **OPPORTUNITY TO PLACE ITEMS ON FUTURE AGENDAS.**
PUBLI COMMENTS: None

- **10132005-14** **DISCUSSION ITEM** **OPPORTUNITY FOR THE PUBLIC TO COMMENT ON ANY MATTERS WITHIN THE BOARD'S JURISDICTION.**
PUBLI COMMENTS: None

- **ADJOURN 2:35 PM**

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, <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.