



City & County of San Francisco

HEALTH SERVICE BOARD

1145 Market Street ♦ Suite 200 ♦ San Francisco, CA 94103

Minutes

Regular Meeting

Thursday, March 12, 2009

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 Claire Zvanski
 Commissioner Karen Breslin
 Commissioner James Deignan
 Supervisor Sean Elsbernd
 Commissioner Sharon Johnson
 Commissioner Mitch Katz, M.D., *arrived 1:21 p.m.*
- 03122009-01 Action item Approval (with possible modifications) of the minutes of the meeting set forth below:
 - Regular meeting of February 12, 2009

Staff recommendation: Approve minutes.

Documents provided to Board prior to meeting:
Draft minutes.

Public comments: None.

Action: Motion was moved and seconded by the Board to approve the regular meeting minutes of February 12, 2009.

Motion passed 6-0.

- 03122009-02 Discussion item President's report (President Heldfond)

Documents provided to Board prior to meeting:
None.

- President Heldfond stated that he had nothing new to report.

Public comments: None.

MEMBERSHIP RULES COMMITTEE MATTERS

- 03122009-03 Action item Amendment to Membership Rules and Regulations to change the coverage period from the current semi-monthly schedule to a monthly schedule as of January 1, 2010 (Committee Chair Deignan)

Documents provided to Board prior to meeting:
Summary of changes and revised Membership Rules approved by Committee.

- Committee Chair Deignan asked Bart Duncan, HSS Director, to introduce the amendment to the full Board.
- Mr. Duncan referenced the Membership Rules Committee meeting on February 24, 2009, at which the Committee approved an amendment to the HSS rules and regulations to change the coverage period from the current semi-monthly schedule to a monthly schedule, effective January 1, 2010. This rules change will allow a smooth transition into the eMerge system. He noted that deductions will remain on a semi-monthly basis.

Public comments: None.

Action: Motion was moved and seconded by the Board to approve the amendment to the Membership Rules and Regulations to change the coverage period from the current semi-monthly schedule to a monthly schedule effective January 1, 2010, as approved by the Membership Rules Committee.

Motion passed 6-0.

REGULAR MATTERS

- 03122009-04 Discussion item Management team updates:
- Introductory remarks (Bart Duncan)
 - Information technology planning (Bart Duncan)
 - eMerge Project coordination (Robin Courtney)
 - Open enrollment (Rosemary Passantino and Marianne Lonsdale)
 - Federal economic stimulus package and COBRA benefits (Marianne Lonsdale)
 - Vendor contracting and performance management (Robin Courtney)

Documents provided to Board prior to meeting:

None.

- Bart Duncan thanked the Mercer firm for offering to keep its billing rates the same as the past several years, in light of the current City budget constraints.
- Mr. Duncan also reported the following:
- HSS will be closed for pre-open enrollment training on Friday afternoon, March 20. This training coincides with a systems upgrade to be performed by the Department of Technology.
- This will be the first year in which all Medicare enrollments will be submitted electronically.
- The state of HSS' internal information technology system continues to cause great concern. Currently, the department is relying on the Department of Technology for all computer needs, since the 1022 position could not be filled. A five-year information technology plan is being developed for HSS by the Department of Technology. A staff member from that department will make a presentation to the Board at the April meeting on the future of HSS' information technology system.

- Robin Courtney, Vendor Contracts and Performance Manager, reported the following eMerge updates:
 - The fit/gap report was completed and delivered to the eMerge Steering Committee, which will determine the gap projects to be completed during Phase 1.
 - The eMerge team will develop the project plan and milestone timeline.
 - eMerge and HSS continue to work together to convert CCD and SFUSD to the monthly coverage period, which was approved today by the full Board.
- Rosemary Passantino, HSS Communications Manager, reported the following Open Enrollment update:
 - The communications plan is on track. The benefit guides and envelopes for the five employer groups have been printed and were delivered to the mail house this week, as well as the data files for printing customized member letters.
 - The enrollment packets will be mailed in stages during the last week of March. The first mailing will be sent to retired members, followed by mailings to active City, SFUSD and CCD members.
 - The announcement of Open Enrollment will be distributed in payroll stuffers, break room posters and in several newsletters (i.e., MEA, SFERS and SFUSD).
 - The myhss.org website will be updated on March 17 to coincide with the release of the payroll stuffers. In addition to Open Enrollment information, the new benefit guides and enrollment applications will be available on the website in PDF format.
 - Postcards were sent to PacifiCare members on February 27 notifying them of the discontinuance of PacifiCare and their need to select a new health plan in April. A follow-up letter will be mailed to the same member group on March 18.

- The vendors will be onsite at HSS from April 13 through April 30 to answer members' questions.
- Marianne Lonsdale, Chief Operating Officer, reported the following regarding the Federal economic stimulus package and COBRA benefits:
 - Individuals involuntarily terminated from September 1, 2008 through December 31, 2009 are eligible to take advantage of the COBRA stimulus package passed by Congress in February. Those individuals will pay 35% of their premiums and the federal government will reimburse 65% of their premiums to the HSS trust. The subsidy can last for nine months (COBRA can last 18 to 36 months).
 - HSS is working with the COBRA administrator, FBMC, to establish the program, as well as DHR, accounting and payroll to ensure that procedures are in place for accepting and accounting for the subsidy.
 - The subsidy begins March 1, 2009.
 - FBMC will send notices to eligible individuals by April 18, 2009.
- Robin Courtney reported the following vendor contracts and performance management updates:
 - HSS is currently reviewing the Evidence of Coverage ("EOC") documents submitted by the vendors. The EOC outlines the specific benefits and exclusions under each plan and is used in conjunction with the member benefit guides.
 - HSS, Mercer and UHC met on February 26 to discuss the results of UHC's follow-up audit. Negotiations continue regarding resolution of the few remaining issues.
 - Mercer has submitted the draft report of Delta Dental's audit. HSS and Mercer are scheduled to discuss the results next week.
 - President Heldfond commended Bart Duncan and staff for their good work.

Commissioner Katz arrived during this segment.

Public comments: Richard Rothman, retired City employee, expressed concern regarding HSS having up-to-date mailing addresses and members' timely receipt of the enrollment guides. He inquired about the procedures in place to ensure that all returned mail is re-sent to correct addresses.

Gerry Meister, UESF retired division representative, asked if there will be an alternative Medicare enrollment option for those members who do not have computer access.

Mr. Duncan clarified that members will continue to fill out the HSS forms and that the information will be electronically transmitted to CMS and the vendors.

□ 03122009-05 Discussion item

Financial reports as of January 31, 2009 and forecast for Plan Year 2008-2009 (Tess Navarro)

Documents provided to Board prior to meeting:

1. Report for the General Administrative Fund; and
2. Report for the Trust Fund.
 - Tess Navarro, Chief Financial Officer, reported the following:
 - There is nothing new to report for the 2008-2009 plan year.
 - HSS is working with the Department of Technology within the budget. The day-to-day technology support is funded through a citywide budget allocation. Funds have been set aside for special projects, such as the DHR-HSS Novell separation.
 - The salary savings from the 1022 position were used for the first half of the fiscal year to meet the midyear target reduction. The 1022 position remains intact for the remainder of the fiscal year budget; its release is contingent upon the IT plan.
 - As of January 2009, the annual projections in the trust fund for the City Health Plan and Delta Dental remain unchanged. A six-month retrospective review will be presented to the Board next month.

- The budget proposal for Fiscal Year 2009-2010 is progressing without negative feedback. Updates will be provided as they are received from the Mayor's Office.
- Due to the diminishing balance in the trust fund, HSS has requested that Blue Shield and Kaiser accept a new payment arrangement, which changes the current payment schedule from the beginning of each coverage month to the following month. Blue Shield has agreed to the change and the new schedule began with the March payment. Discussions are continuing with Kaiser regarding changing its payment schedule.
- Bart Duncan noted that the new payment schedule will also have substantial benefits in the simplification and streamlining of certain aspects of the eMerge project, as well as preserving the soundness of the trust fund.
- Mr. Duncan commended Ms. Navarro for identifying the above-noted improvements. He also thanked the vendors for their receptiveness, and Blue Shield for agreeing to the new payment schedule.

Public comments: None.

- 03122009-06 Discussion item Report on network and health plan issues (if any)
(Respective plan representatives)

Public comments: None.

- 03122009-07 Discussion item Opportunity to place items on future agendas
 - Dr. Katz commended the Health Service System staff for doing a good job in successfully resolving two extremely complicated layoff situations.

Public comments: None.

- 03122009-08 Discussion item Opportunity for the public to comment on any matters within the Board's jurisdiction

Public comments: None.

Adjourn: 1:59 p.m.

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 Administrative Services Manager, Laini K. Scott for further assistance at (415) 554-1727.

Health Service Board and the Health Service System Web Site: <http://www.myhss.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 Administrative Services Manager, Laini K. Scott, at (415) 554-1727 or by email at laini.scott@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 25 Van Ness Avenue, Suite 220, San Francisco, CA 94102; telephone (415) 252-3100; fax (415) 252-3112; 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.

If any materials related to an item on this agenda have been distributed to the Health Service Board after 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 Laini K. Scott at (415) 554-1727 or email at laini.scott@sfgov.org.