

- 11122009-02 Discussion item **President's report** (President Heldfond)

Documents provided to Board prior to meeting:
None.

Public comments:

- 11122009-03 Discussion item **Interim Director's Report** (Catherine Dodd):
 - HSS recruiting
 - Chief Financial Officer
 - Chief Operating Officer
 - City College request for information
 - Board of Supervisors – Supervisor Elsbernd's request – health reform
 - Presentations
 - CCSF retirees
 - MEA
 - Protect Our Benefits PAC
 - Communications (Rosemary Passantino)
 - Fourth Annual Health Fair
 - Vendor Contracts and Performance (Robin Courtney)
 - Performance guarantees
 - Board of Supervisors – Supervisor Alioto-Pier's request – Blue Shield
 - Rates and Benefits
 - UHC performance audit
 - Medicare Secondary Payor
 - Employee Assistance Program (Robin Courtney)
 - Update
 - eMerge (Robin Courtney)
 - Go-Live Date
 - Member Services (Mark Villares)
 - Total number of clients served: calls/visits
 - Timely issues: layoff preparation, Brown & Toland v. Hill Physicians
 - Holdover certification mailing and follow-up
 - Finance (Catherine Dodd)
 - Controller's Economic Barometer
 - City Budget forecast

Documents provided to Board prior to meeting:

1. Interim Director's Report
2. Economic Barometer
3. Reports from Communications, Vendor Contracts and Member Services.

Public comments:

- 11122009-04 Action Item

Presentation of composite results of the Kaiser vendor performance appraisal; and approval of vendor report card regarding vendor performance (Robin Courtney)

Documents provided to Board prior to meeting:
Vendor report card

Public Comments:

Action:

- 11122009-05 Action item

Vote on whether to revise FY 2009-10 performance guarantee to require Kaiser to resolve the greater than 120-day delay in providing Dashboard data to Mercer (Kaiser Representative and Robin Courtney)

Documents provided to Board prior to meeting:
None.

Staff recommendation: Revise FY 2009-10 performance guarantee to reflect Kaiser's resolution of 120-day data delay after quarter end in providing Dashboard data to Mercer.

Public comments:

Action:

- 11122009-06 Discussion item

Presentation of Audited Financial Statements for Fiscal Year 2008-2009 (KPMG and Catherine Dodd)

Documents provided to Board prior to meeting:

1. Audited Financial Statements for Fiscal Year 2008-2009;
2. Presentation of Audit Results prepared by KPMG LLP.

Public comments:

- 11122009-07 Discussion item

Report on network and health plan issues (if any) (Respective plan representatives)

Public comments:

- 11122009-08 Discussion item Opportunity to place items on future agendas
Public comments:
- 11122009-09 Discussion item Opportunity for the public to comment on any matters within the Board’s jurisdiction
Public comments:
- 11122009-10 Action item Vote on whether to hold closed session to hear resolution of Member’s appeal of Health Service System decision, under Charter §12.200(5) (California Constitution Article I, Section 1; the Confidentiality of Medical Information Act, Cal. Civ. Code §§56 et seq; and the Health Insurance Portability and Accountability Act, 42 U.S.C. §§1320d et seq.) (President Heldfond)
Staff recommendation: Hold closed session.
Public comment on all matters pertaining to the closed session.
Action:

Closed session pursuant to California Constitution Article I, Section 1; the Confidentiality of Medical Information Act, California Civil Code §§56 et seq; and the Health Insurance Portability and Accountability Act, 42 U.S.C. §§1320d et seq.

- 11122009-11 Discussion item Report on resolution of Member’s appeal regarding health insurance coverage issue, under Charter §12.200(5) (Catherine Dodd)
Documents provided to Board prior to meeting:
Letter from HSS to Member dated October 30, 2009.

Reconvene in Open Session

- 11122009-12 Action item Report on action taken in closed session (President Heldfond)
Public Comments:
Action:

- 11122009-13 Action item Vote to elect whether to disclose any or all discussion held in Closed Session (President Heldfond)
Public Comments:
Action:

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 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.