



# Health Service System

CITY & COUNTY OF SAN FRANCISCO

MYHSS.ORG

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**DATE:** January 8, 2010

**TO:** Scott Heldfond, Chair and Members of the Health Service System Board

**FROM:** Catherine Dodd PhD, RN  
Director, HSS

**RE:** January Board Report

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## HSS Personnel

- COO: Received two applicants to date for COO position. Have requested that announcement be circulated more widely.
- Openings in finance: working with DHR to identify candidates.

## Community College of San Francisco (CCD)

- No additional concerns have been raised regarding discrepancy resolution.
- CCD requested contact information for each vendor and contacted them directly to request "experience data, usage data and historical use data." HSS had already queried the Vendors on behalf of City College and provided this information per the request for information reported in Director's November report.

## Member meetings

- January 11 – meeting with retiree group representatives regarding rates and benefits proposals.
- January 13 – conference call with Moccasin employees to discuss same.
- January 28 – SFUSD Retirees.

## Additional Meetings

- Met Department of Human Resources executive staff.
- Met with Controller's staff.
- Met with Mayor's Budget staff.
- Participated in County Supervisors' Assoc. California calls on impact of federal health reform on County budgets.
- Presented at Department of Human Resources (DHR) Personnel Officers meeting.
- Participated in Mayor's Department Head meeting.

## Operations

### Member Services

- **PHONE SERVICE and Office HOURS 8:00AM – 5:00PM began this week!** This represents a 45% increase in the number of hours Member Services Benefit Analysts will be available to HSS members.
- Address corrections: the SSN project and the holdover verification project have provided an opportunity to work directly with Departments to contact employees and verify addresses. HSS is proposing a pilot to allow HSS to correct address screens to compare error rate with current Department of Human Resources (DHR) error rates.
- The SSN project has terminated 32 members.

### **Open Enrollment**

- Every element and process of OE is being reviewed to provide complete and accurate information to members to reduce member queries. Staff has great ideas.
- HSS rules reviewed closely to update in advance of Member Handbooks being published.
- Opportunities for work-site enrollment are being expanded.
- Exploring electronic enrollment for flex benefits.

### **Rate Setting**

- Received Blue Shield final rates and met with Mercer.
- Kept Chair of Board and Chair of Rates and Benefits Committee up to date on Mercer discussions.

### **Finance**

- CCSF budget projected deficit approaching \$600 million.
- Working with CFO to identify savings.
- Presented HSS financing methodology prepared by CFO to Budget Director.

### **Health/Legislative Reforms**

- COBRA
- Senate House legislation