

Health Service System Board Member Services Update

02.11.10

1. Call Center
 - a. Expanded Hours starting January 11
 - b. Inbound Calls
 - c. Time to Answer
 - d. Abandonment Rate
2. Office Visits
3. Termination of Coverage
 - a. Social Security Numbers
 - b. Holdovers with Benefits

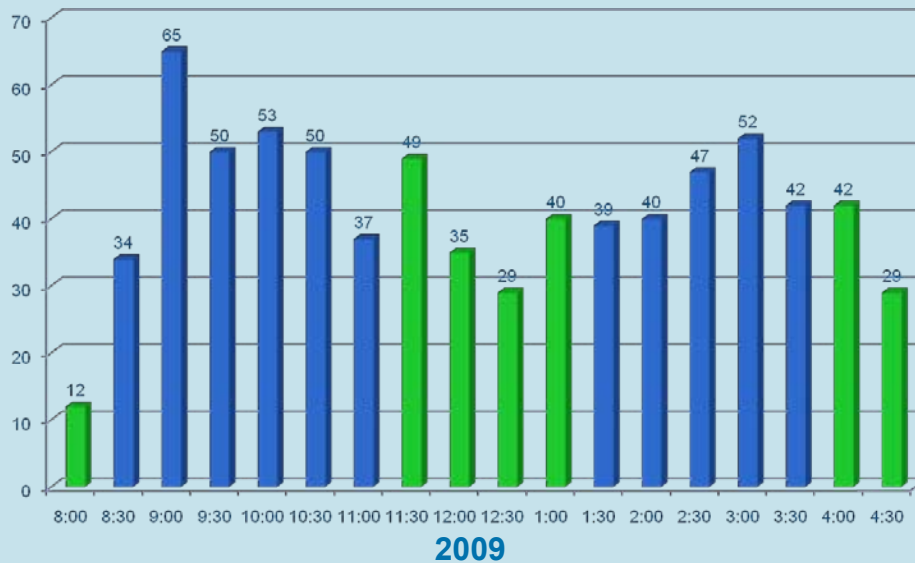


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HSS Member Services Update 02.11.10

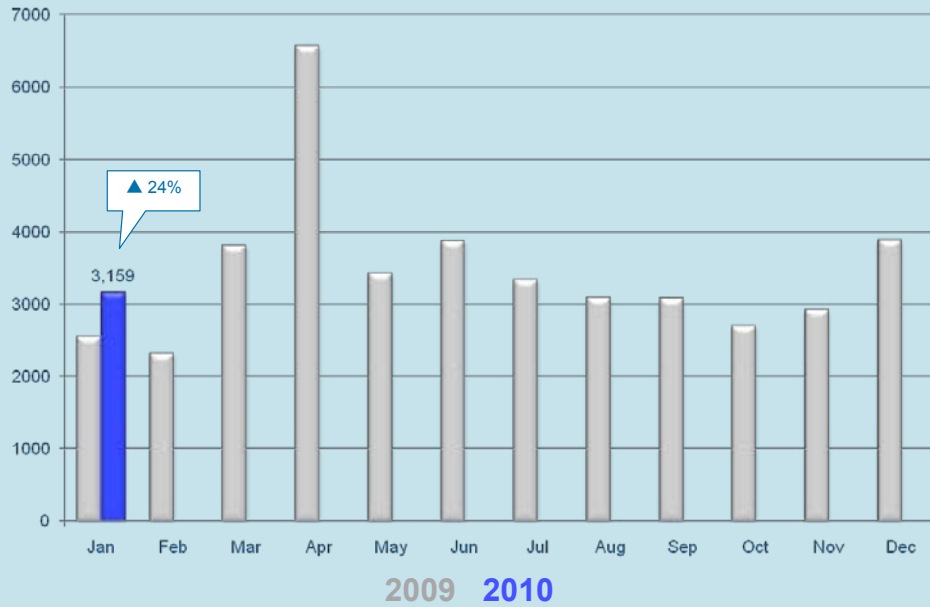
Expanded Hours: 8 am-5 pm

One week snapshot (January 25-29). Percent of calls received during previously closed hours: 16%

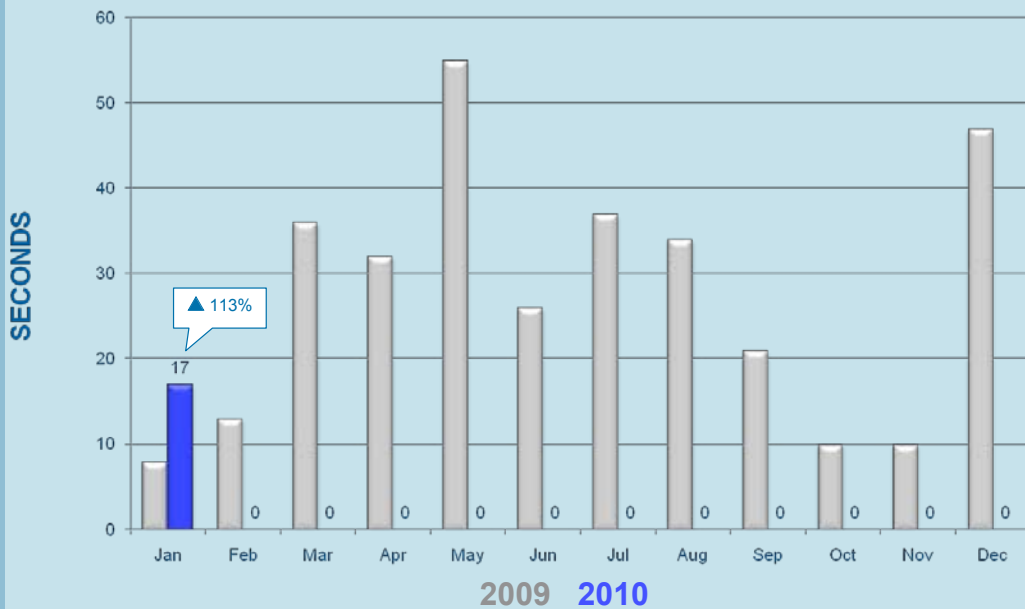


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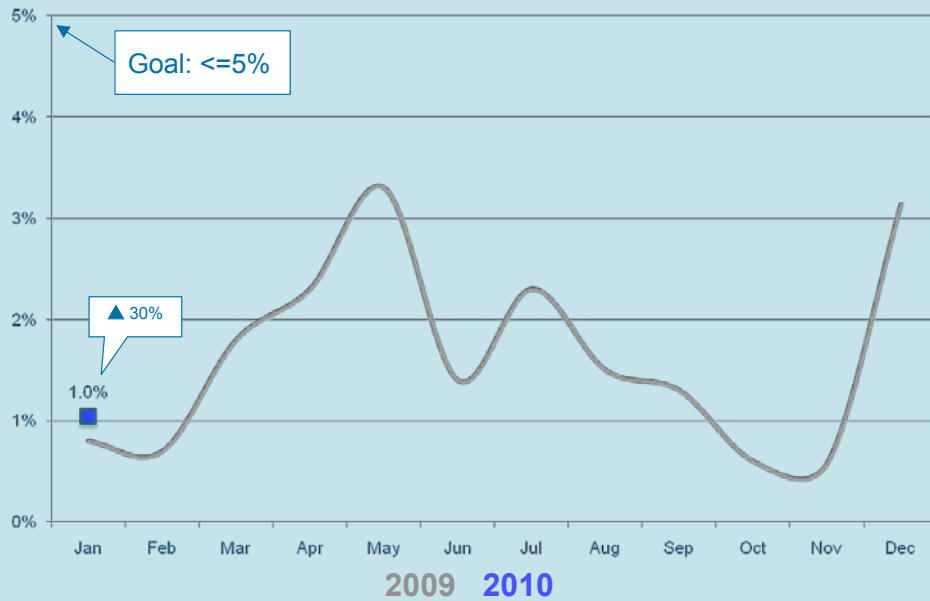
Inbound Calls



Time to Answer: Goal Met

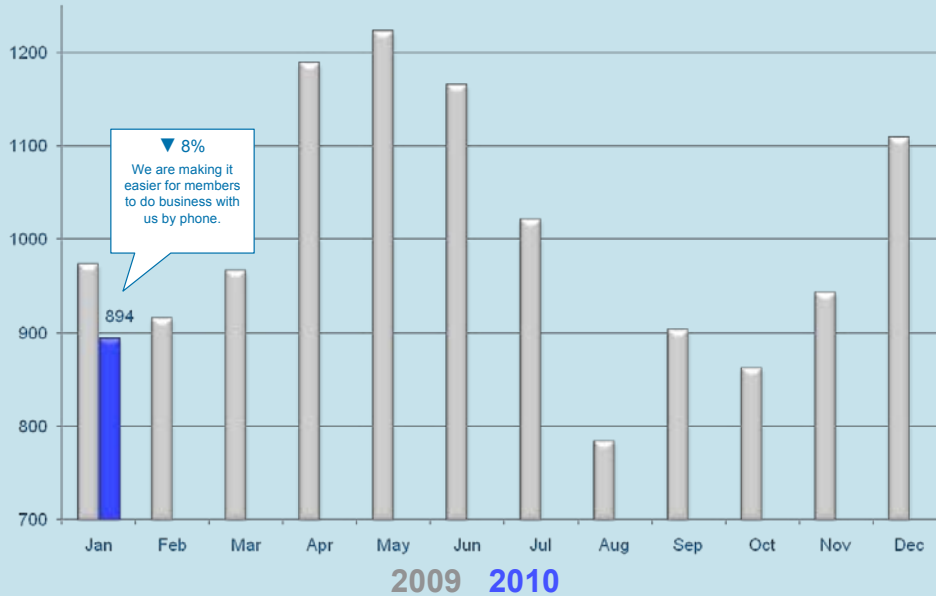


Abandonment Rate: Goal Met



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Office Visits



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Termination of Coverage Social Security Numbers & Holdovers

	SSN PROJECT			HOLDOVER			SSN + HOLDOVER	
MEDICAL	Voluntary	Involuntary	Total	Voluntary	Involuntary	Total	TOTAL	MEDICAL
City Plan	1	3	4	2	2	4	8	City Plan
Blue Shield	12	35	47	4	5	9	56	Blue Shield
Kaiser	48	108	156	13	2	15	171	Kaiser
TOTAL	61	146	207	19	9	28	235	TOTAL
DENTAL	Voluntary	Involuntary	Total	Voluntary	Involuntary	Total	TOTAL	DENTAL
Delta Dental	94	160	254	2	13	15	269	Delta Dental
DeltaCare	3	9	12	1	1	2	14	DeltaCare
Pacific Union	0	7	7	0	0	0	7	Pacific Union
TOTAL	97	176	273	3	14	17	290	TOTAL

Health Service System Board Open Enrollment Communications 02.11.10

1. Benefits Guides, Applications, Envelopes
2. Member Letters
3. MAPD Migration Communications
4. Payroll Stuffer & Amnesty Flyer
5. Events

Benefit Guides, Applications, Envelope

- PO for print materials issued by central purchasing.
- Envelope approved and released to printer.
- Guide covers approved and released to printer.
- Applications approved and released to printer.
- Changes to applications shared with eMerge team.



Member Letters

- Revised and approved
- Personalization programming by HSS business analyst
- Active City letters include estimated 2010-11 employee premium contribution based on current elections
- Met with mailhouse to coordinate timeline, data transfer, quality assurance re letter printing



MAPD Migration Communication

- Met with Blue Shield team 2/4/2010
- Comprehensive coordinated communications plan being developed for COB to MAPD migration
- Direct mail, phone, events
- High touch for member who will experience PCP disruption



Payroll Stuffer and Amnesty Flyer

- Penalty free amnesty for dropping ineligible dependents during 2010 Open Enrollment
- Amnesty message highlighted in payroll stuffer planned for 3/16 active City paychecks
- OE packets will also include amnesty flyer



Offsite Events

- City Hall, April 6. (HSS and EBS)
- Airport, April 5. (HSS and EBS)
- Coordinating with SFGH, Laguna Honda, USD.
- This year EBS will be offering MEAs the option of telephone/fax enrollment for flex credit allocation.



Health Service System Board Finance Update 02.11.10

1. Vendor Performance
2. Dashboard
3. Rate Calculations
4. Budget
5. eMerge



Vendor Performance

- UHC Follow-on Audit: HSS and Mercer met with UHC and went over the results of the UHC follow-on performance audit. The audit results will be presented to the Board at the March Board meeting.
- FBMC Cobra Subsidy: HSS met with FBMC and confirmed that the vendor is complying with the new noticing and retroactivity provisions in the extended COBRA Subsidy through February 28, 2010.



Dashboard

- HSS met with Mercer to discuss the Phase I Dashboard results for FY 07-08 vs FY 08-09 which covers financial performance (claims), utilization (inpatient, pharmacy, hospitals, medical groups, diagnosis), and operational performance guarantees.
- Mercer presented draft results for Phase II which covers disease management (preventive services utilization and compliance with HEDIS and USPSTF), and wellness program participation.
- HSS and Mercer agreed to begin transitioning some of the Dashboard responsibilities to HSS.



Rate Calculations

- HSS has completed the FY 2010-11 rate calculations for simple rates that will go into the Benefit Guides.
- Per the Director's request, this year the applicable rates will be disclosed on the cover letter members receive with their Benefit Guides.
- Rate calculations to load into PeopleSoft are in process.

Budget

- The Mayor's Budget Director and Controller have agreed to accept HSS's proposal to allocate all of our Administrative costs to departments based on active members.
- The Mayor's Budget Office still requires HSS to submit a proposal to satisfy the following budget reduction targets:

Base Budget reduction (20%) -	\$400,956
Contingency reduction (10%) -	<u>\$200,478</u>
	\$601,434
- The Mayor's Budget Director is considering restoring funding for the COO position.

Budget

PROPOSED ADMINISTRATIVE BUDGET FOR FISCAL YEAR 2010-2011



eMerge

- HSS attended the first “User Evaluation Workshop” in January covering processing new enrollments.
- HSS staff found the actual hands-on interaction with the new screens useful. eMerge also gained insight by observing and listening to HSS staff.
- To facilitate training of the Benefit Analyst staff, HSS has requested an enhancement to PS 9.0 to enable identification of persons making changes in PeopleSoft.

