



Health Service System

CITY & COUNTY OF SAN FRANCISCO

MYHSS.ORG

DATE: May 5, 2010

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

FROM: Catherine Dodd PhD, RN
Director, HSS

RE: April and May Board Report

Board Operations

- Arranged for Board and Director evaluations with CORTEX.
- Re-reviewed Rules with staff and City Attorney for final approval at May meeting.

HSS Personnel

- New COO declined position after receiving layoff notice.
- 37.5 hour work week layoff replaced by 12 furlough days.
- Clerical staff resigned and approval was given for a temporary hire. Position will be filled permanently after the current layoffs and bumping are complete.
- Staff on leave.
- Anticipated retirement(s).

Presentations/Member Meetings

- Three meetings of Retirees who must change from Blue Shield (1 in Millbrae)
- Spoke at SF Retired Employees monthly meeting (annual Health Care)
- Presented at 3 MEA meetings reminding members to make Flex Credit allocations
- Attended Retiree Organization Quarterly meeting

Operations

• Open Enrollment (OE) Highlights

Blue Shield 65+

- At the suggestion of an HSS retiree, a meeting for BS retirees was arranged in Millbrae at the PUC building. It was well attended (standing room only). Two additional meetings were held at HSS.
- Planning with BS and review of every document mailed to members occurred. Training for HSS Benefits Analysts was conducted.
- Daily contact with BS the last 2 weeks of March and the first 2 weeks of April occurred to clarify zip codes, and primary care provider availability.

Returned Mail:

- Prior to the OE packets being mailed, the mail house ran corrections on the addresses we had in People Soft with the following results: **Active** - Undeliverable: 17 – moved with no forwarding address, 86 – undeliverable because of bad addresses. Corrected by mail house: 174 – corrected bad addresses, 742 - forwarded addresses. **Retiree** - Undeliverable: 10 – moved with no forwarding address, 108 – undeliverable because of bad addresses. Corrected by mail house: 194 - corrected bad addresses, 896 - forwarded addresses. **USD** - Undeliverable: 51 – undeliverable because of bad addresses, Corrected by mail house: 169- corrected bad addresses, 210 forwarded addresses.

- So far, only 117 “active” City and County employee OE packets were returned for bad addresses. HSS was granted permission to update addresses in People Soft in January and has been working with every department to update addresses. The mailing of “layoff” notices by DHR also resulted in CCSF DHR correcting many addresses. CCD had 15 returned OE packets and SFUSD had 83.
 - ⇒ A system was set up to send the member’s Open Enrollment letter in a sealed envelope directly to the Department Personnel Officer (DPO) for them to deliver to the member. This resulted in DPOs realizing how many of their employees had bad addresses and in members correcting their addresses promptly.
- To date, 496 Retiree Open Enrollment Packets were returned for bad addresses. HSS staff looked each up on the social security death registry and identified 60 members who had died (over 50 had had their OE packets returned for more than three years prior). SFERS agreed to look up addresses and to mail the OE cover letter and request for retiree to update address with HSS paying SFERS for this work and postage. SFERS had the same bad addresses as HSS for 30 members, 10 members SFERS had no record of and **341 members had new addresses**. While SFERS would not share the addresses with HSS, they did send the letters and we have received calls from many retirees correcting their addresses. Fifty-five (55) returned OE packets were from STRS from whom we will continue to try to get updated addresses.

Applications received

- Over 7,000 applications have been received to date.
- Over 2,400 Open Enrollment applications were received by fax. This year we collected email addresses on faxes and sent confirmations. Two hundred fourteen (214) emails bounced (about 9% bounce rate). Data entry errors due to handwriting interpretation contributed to this high rate.

EBS (Employee Benefit Specialist) flex credit enrollment

- This year the majority of MEA members transacted their Flex Credit benefits by phone, fax and U.S. mail which meant there was never more than one person waiting to meet in person with a certified enroller at HSS offices during the last 2 weeks of OE. Our outreach efforts set a record and 999 interviews were conducted either by phone or in person. Eight hundred sixty-four (864) applications were received. One hundred seventy (170) MEA members did not respond to the initial letter which was followed by three emails from me, and at least one phone call from EBS. Anecdotal feedback has been very positive from employees and EBS.

Off-site services

- HSS made enrollment services available at 6 locations this year: the airport, 850 Bryant Street (Hall of Justice), City Hall, the Unified School District Administrative offices, Laguna Honda Hospital and San Francisco General Hospital. HSS was well received and many ideas were gathered to make this service even more successful next year.

Flex Spending Accounts

- Flexible Spending Accounts are offered to CCSF employees. For every \$500 set aside in pre-tax FSA, CCSF saves \$13.50 in Federal Employer taxes. During the last two weeks of Open Enrollment HSS launched an FSA promotion campaign in conjunction with offering opportunities to set up “Weight Watchers at Work.”

Movement Classes

- Beginning April 1, 2010, the Exercise Classes offered at HSS were moved to the North Light Court at City Hall with a \$2 per class charge implemented. Classes include: Stretching, Qigong, Yoga, Pilates, Zumba. Belly Dancing classes will resume at HSS on Thursdays and two classes are now available at MTA in the evening.

Meetings with key departments

- Ongoing meetings with MTA re: Wellness programming for MTA employees
- Participated in DHR Professionals meetings
- Participated in eMerge meetings
- Visited Moccasin employees with Commissioner Zvanski, Sandra Lynch from UHC, and PUC HR Staff.

CCSF Department Head Meetings

- Attended Dept Head meetings and kept Departments apprised of OE activities

City College

- Met with Representatives of City College regarding reconciliations, (which have significantly improved), administrative fees (which will be work ordered after budget is approved by BOS), and request for City College Specific utilization data (which is unavailable from Vendors).

BOS Budget Hearings

- June 21, 2010 at 10:00 a.m.
- June 28, 2010 at 10:00 a.m.