

# Health Service System Board Member Services Update

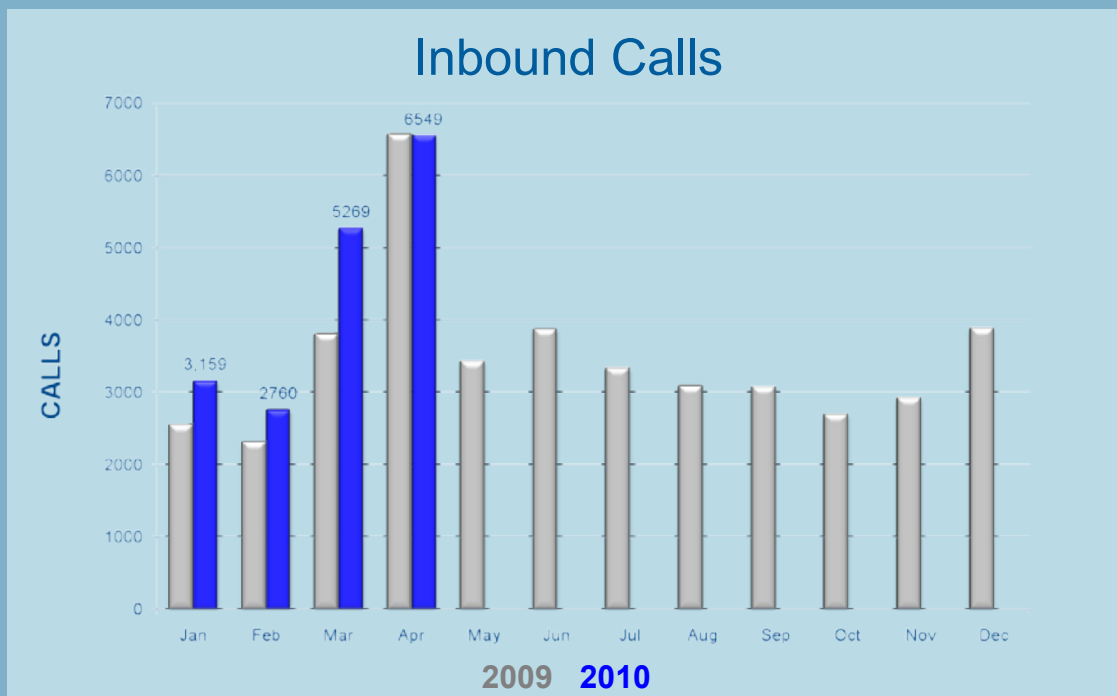
05.13.10

1. Call Center
  - a. Inbound Calls by Month
  - b. Time to Answer
  - c. Abandonment Rate
2. Office Visits
3. Open Enrollment Applications
4. Delinquencies & Terminations



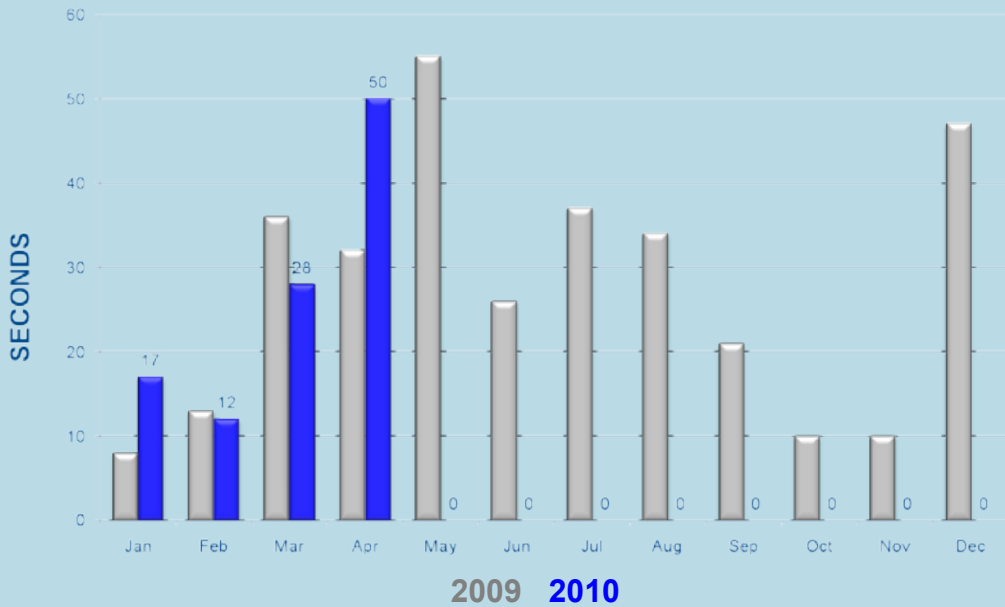
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## HSS Member Services Update 05.13.10

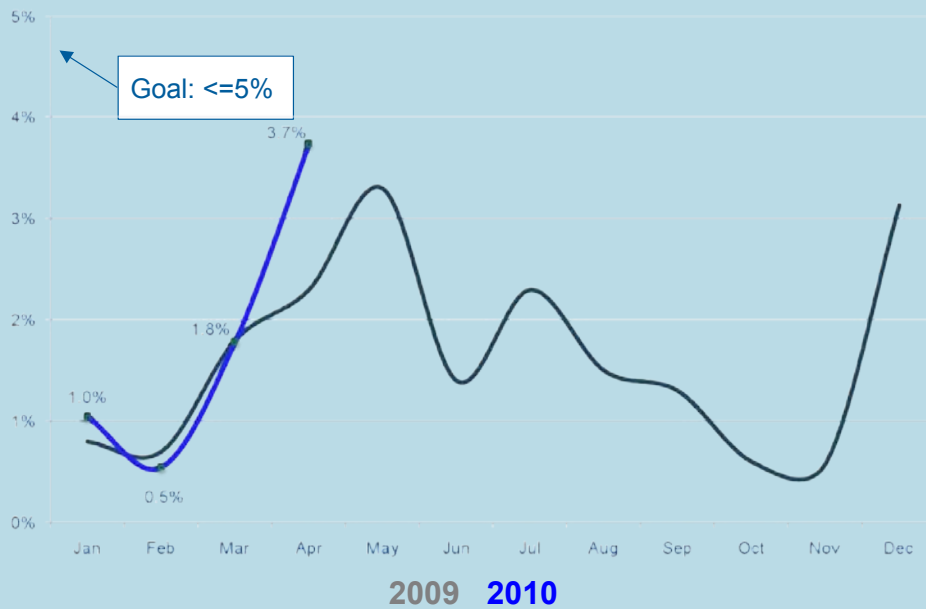


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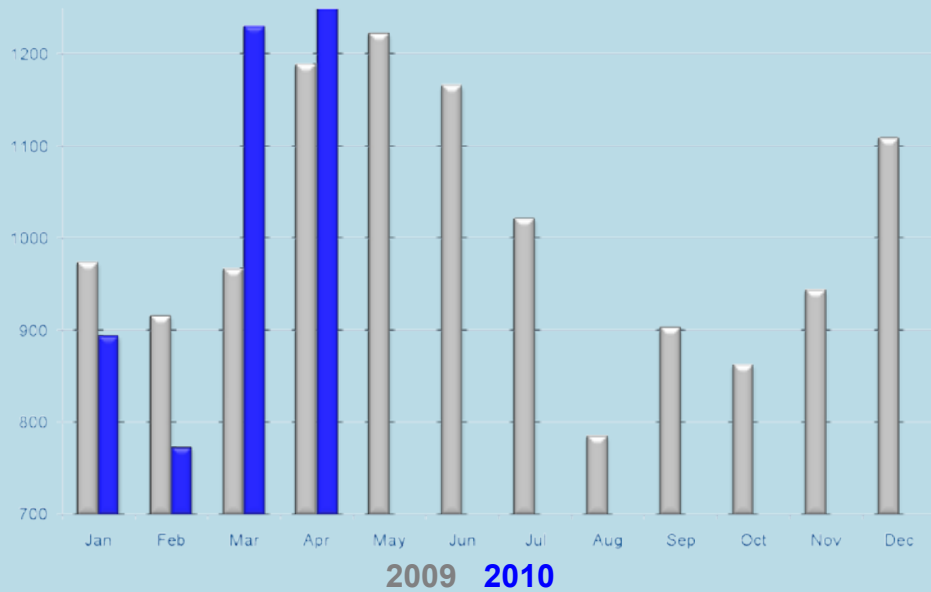
### Call Center: Time to Answer



### Call Center: Abandonment Rate

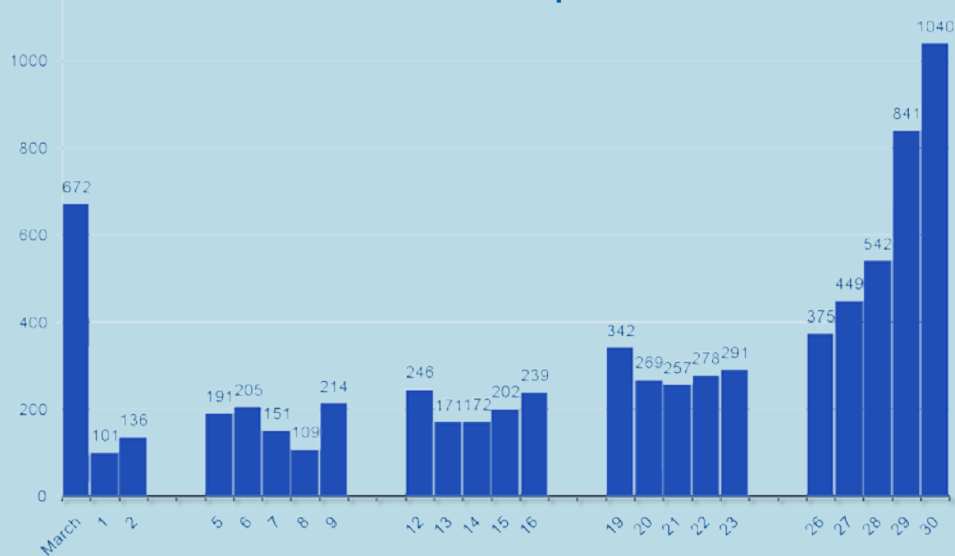


## Office Visits (not including Open Enrollment)



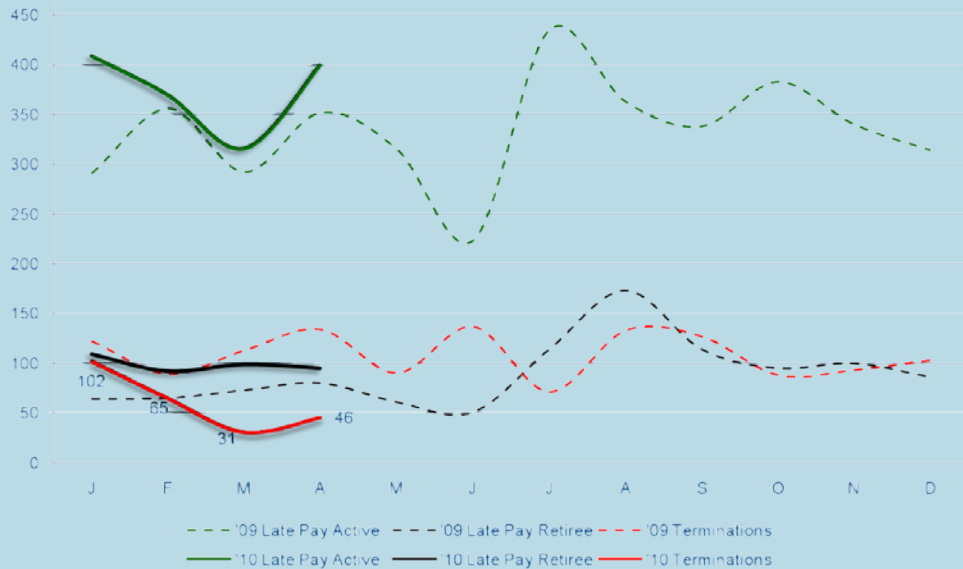
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## Open Enrollment Applications 7,493 as of April 30



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## Delinquencies & Terminations



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## Health Service System Board Communications Update 05.13.10

1. Open Enrollment Packets
2. Open Enrollment Website
3. Open Enrollment eMail Alerts
4. Open Enrollment Events
5. Blue 65 Plus Communications
6. Wellness Seminars



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## Open Enrollment Packets & Website

- 62,900 member packets mailed.
- All printing and mailing production deadlines met.
- Packets mailed 1-2 weeks earlier than in previous years.
- Open enrollment materials online March 15, 2010.
- 8,997 visits to myhss.org between March 15 and April 30, 2010.
- 5,258 downloads of benefits guides, application forms and other open enrollment materials.



## Open Enrollment eMail Campaigns

- March and April eNews, sent to over 13,000 members, featured open enrollment.
- 2,348 eMail confirmations sent to members who faxed open enrollment applications.
- eMail reminder sent to over 1,100 cafeteria plan participants, urging them to complete flexible credit allocation with EBS.



## Open Enrollment Events

- Collaborated with HSS staff and outside departments to organize six offsite events.
- Collaborated with HSS staff on event planning and coordination for HSS open house.
- Created effective signage for HSS open house.
- Collaborated with Vendor Performance/CFO to coordinate and set standards for plan vendor participation in HSS open house.



## Blue Shield 65 Plus Communications

- Coordinated comprehensive communications plan with HSS management team and Blue Shield.
- Reviewed and approved all member materials produced by Blue Shield.
- Member outreach by Blue Shield included targeted mailings, phone calls and in-person events.
- Informational events were held for members who were required to select a new PCP if they remained with Blue Shield - 2 in San Francisco, 1 in Millbrae.



## Wellness Seminars

- City Hall North Light Court classes began April 1. Classes currently take place 5 days a week. \$2 fee.
- MTA evening classes began May 6 at 1 South Van Ness. Qigong/Tuesday and Zumba/Thursday at 5:15pm. \$5 fee.
- Zumba continues at Superior Court on Mondays at noon. \$5 fee.
- Belly Dance continues at HSS, Thursdays at noon.
- EAP workshops continued during Open Enrollment.



## Health Service System Board CFO Update 05.13.10

1. Vendor Performance - Blue Shield 65 Plus
2. Vendor Contract Renewals FY 2010-2011
3. EAP (Employee Assistance Program)
4. Financials: Trust Fund
5. HSS Budget FY 2010-2011



## Vendor Performance – Blue Shield 65 Plus

- **High Touch** - Dedicated teams at HSS and Blue Shield in place to address all retiree issues resulting from the new 65 Plus Plan.
- **Issue Resolution** - Retiree issues identified and tracked through resolution via a comprehensive “Issues Log”. All retirees opting out personally contacted by HSS.
- UHC provided a dedicated phone number and customer service representative.



## Vendor Performance – Blue Shield 65 Plus

350	total disrupted retirees
114	disrupted retirees who remained with Blue Shield
236	disrupted retirees who opted-out as of 5/6/10
236	opt-outs who HSS has attempted to reach to confirm their opt-out decisions
180	opt-out decisions confirmed
41	opt-outs HSS couldn't reach in person - but was able to leave a voice mail message
12	opt-outs without voicemail or with bad phone numbers
2	opt-outs who opted back in (one into Physicians Integrated Medical Group)
1	disrupted retiree still undecided



## Vendor Contract Renewals FY 2010-2011

### Riders

1. Edits of Riders is complete
2. Appendix updates are in process
3. Contracts to vendors targeted for end of May

### Contract Changes

1. Mercer limited liability language
2. Worker's Compensation Insurance (15.c) and new (72.0)
3. Performance Guarantees



## HSS Budget FY 2010-2011

- **Mayor's Budget Office** - has approved the HSS proposed budget.
- **Departmental Work Orders** - HSS has developed work orders for all departments, CCD and USD. Work orders will be loaded into base budgets. HSS will submit a notification memo to departments explaining the new work orders.
- **Harvey Rose Review** - will begin June 1<sup>st</sup>.
- **Board of Supervisor Budget Hearings** - HSS budget reading is scheduled for June 21<sup>st</sup> and June 28<sup>th</sup> at 10:00 a.m.



## Financials: Trust Fund

- **City Plan** projecting a year-end shortfall of \$4.5MM including \$2.6MM of Medicare Part D subsidy from CMS.
- **Dental** projecting a year-end shortfall of \$1.3 million reflecting seasonality (lower claims in April and May scaling up again in June.)
- Trust Fund includes \$4.3 million from lower than expected cost to close out the PacifiCare Plan and approximately \$10.0 million in contingency.
- Mercer to present revised projection.



## EAP (Employee Assistance Program)

### **Presented 3 workshops to over 125 employees**

- Handling the Ups and Downs of Being Laid Off (125 employees)
- Handling the Stress of Change
- Navigating Financial Change

### **Presented 2 Quarterly Groups**

- Preventing Job Burnout
- Active Parenting of Teens

### **Departmental Presentations**

- Sheriff Department's bi-annual Family Academy
- San Francisco Airport's Career Connect internship Program

