

# Health Service System Board Member Services Update

06.10.10

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**Health Service System**  
CITY & COUNTY OF SAN FRANCISCO

HSS Member Services Update 06.10.10

## Open Enrollment Confirmation Letters

Employer	Letters	%
CCSF Employees	4,513	64.4%
Retirees	1,660	23.7%
SFUSD	562	8.0%
SFCCD	116	1.7%
Municipal Executives	91	1.3%
Commissioners & Holdovers	63	.9%
<b>TOTAL</b>	<b>7,005</b>	<b>100.0%</b>

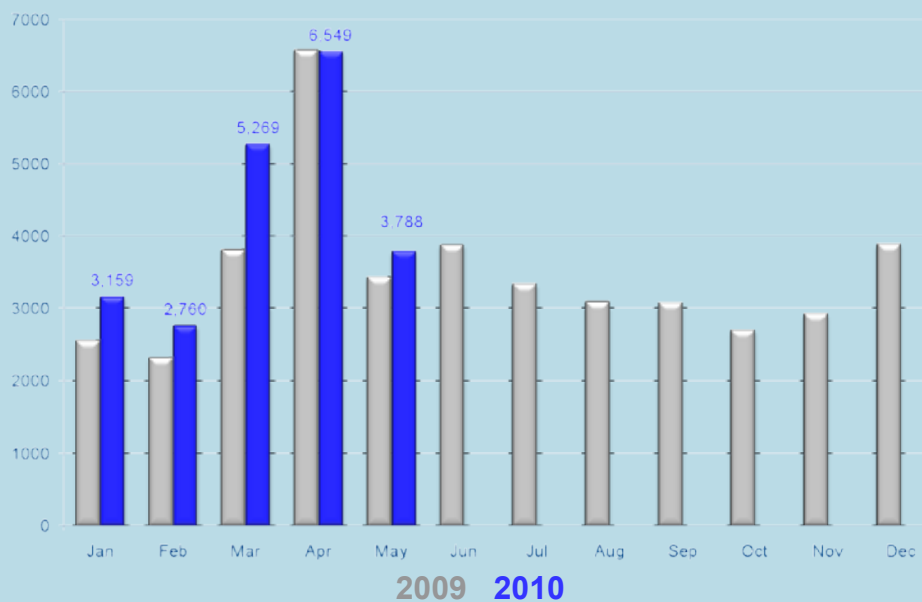


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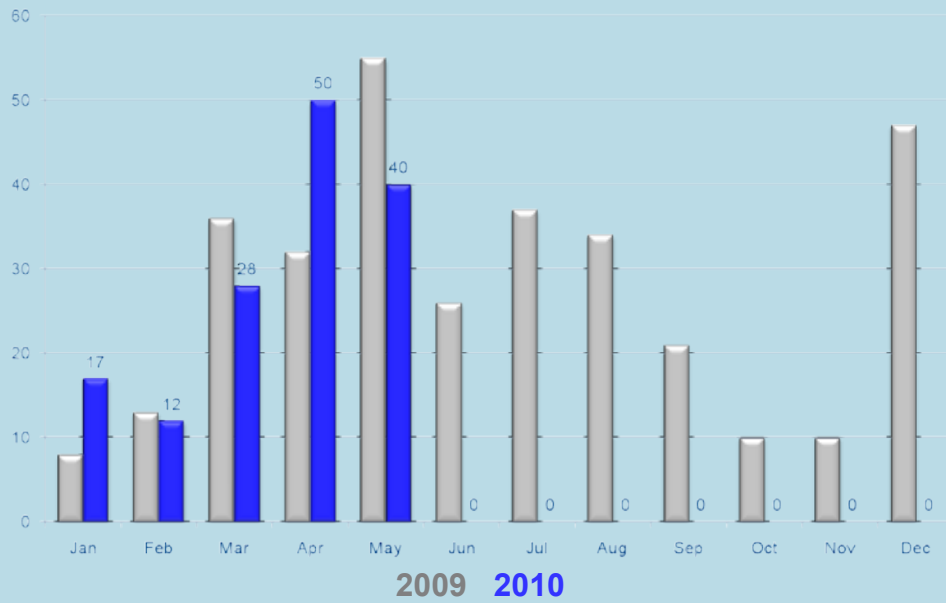
## Open Enrollment Confirmation Letters

- 7,005 Open Enrollment confirmation letters were mailed on May 25, 2010.
- The deadline for data entry corrections was 6/3/10.

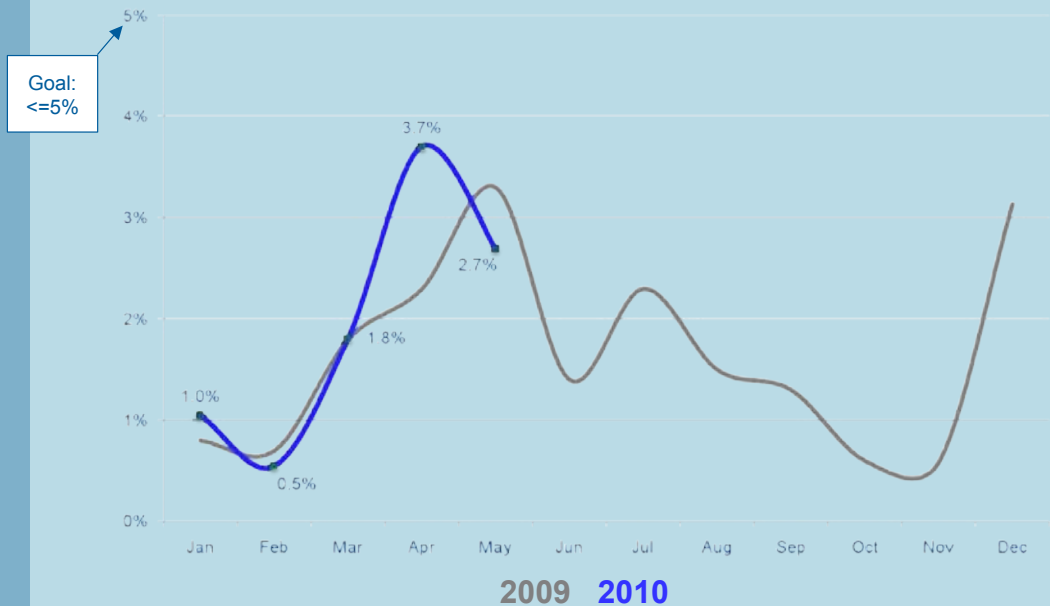
## Inbound Calls



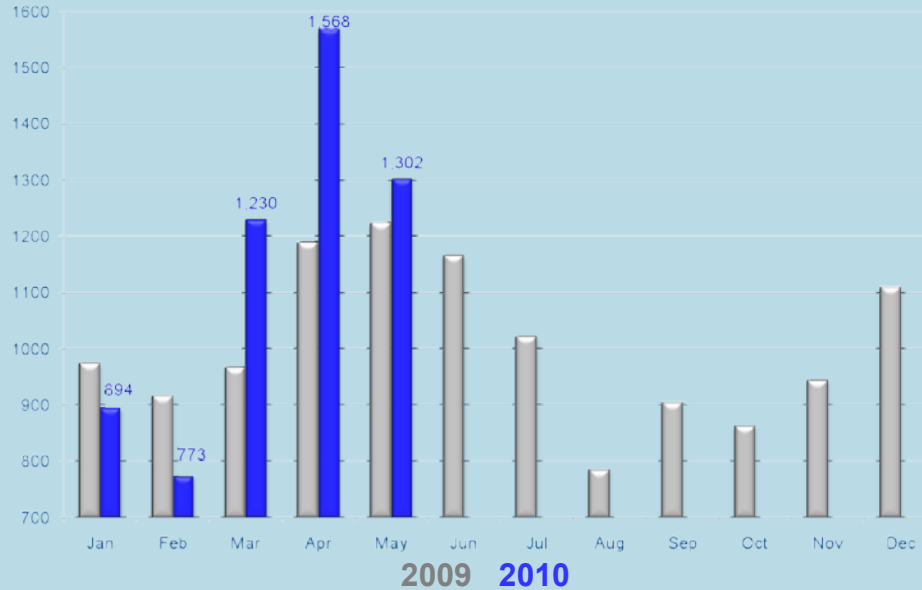
## Time to Answer



## Abandonment Rate



## Office Visits



## Open Enrollment Analysis: Transactions

- HSS processed 7,635 Open Enrollment transactions in 2010.
- This transaction volume is comparable to 2005, 2006 and 2008.
- In those years, as in 2010, there were no major plan vendor or benefit changes.



## Open Enrollment Analysis: Interactions

- HSS received 1,226 more phone calls during 2010 Open Enrollment versus 2009.
- This is a 10% increase in call volume compared to 2009 and 2008 Open Enrollment periods.
- The average time to answer calls was reduced 2% this year compared to 2009 Open Enrollment.
- HSS received 721 more in-person visits to the office this year compared to 2009 Open Enrollment.

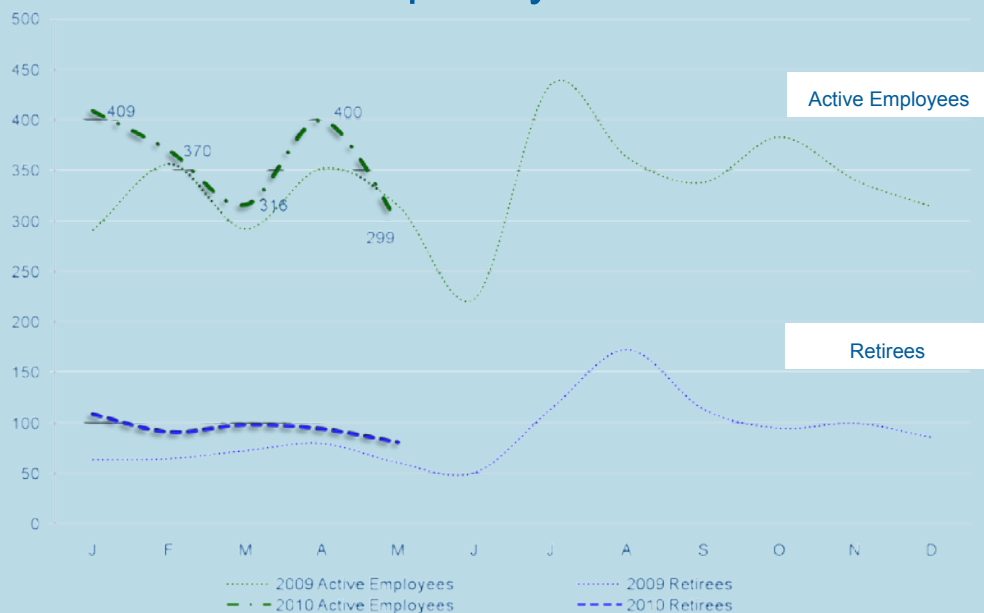
## Open Enrollment Analysis: Summary

- HSS processed somewhat fewer transactions in 2010 versus 2009, but interactions with members increased.
- Many members had questions about the impact of federal healthcare reform.
- Members increasingly rely on HSS as an unbiased and reliable information resource.
- Enhanced member communications help members gain understanding of the rules regarding their benefits.

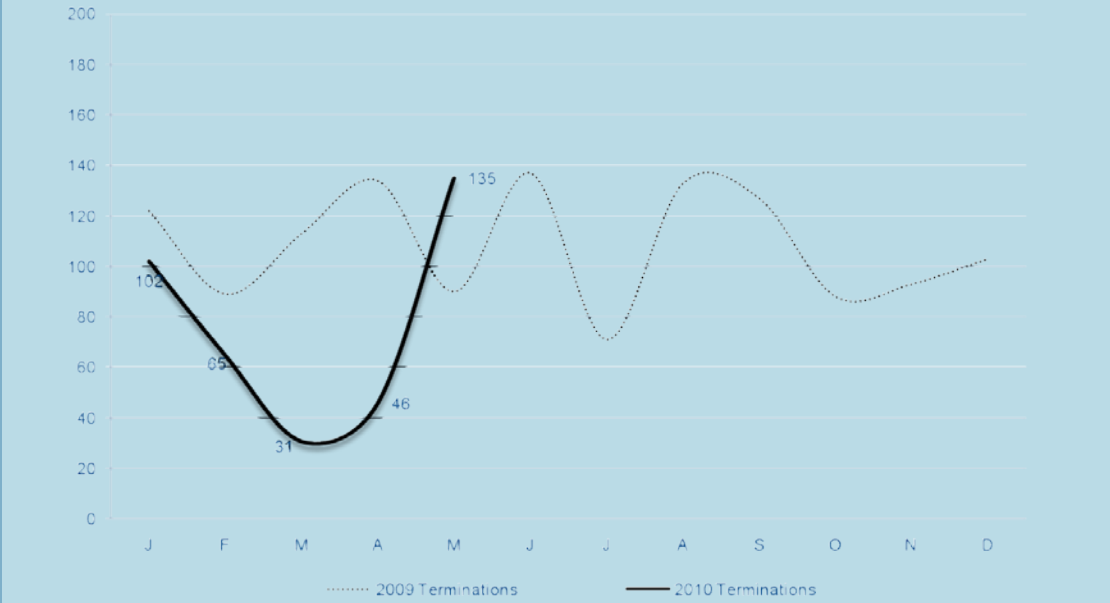
## IRS Dependent Audit

- HSS eligibility requires the child to be declared as an exemption on the member's federal income tax return.
- First time HSS has included stepchildren in this audit.
- 952 IRS Dependents:
  - 635 Stepchildren
  - 317 Grandchildren
- Deadline to submit documentation is 6/3/10.
- Insufficient documentation will trigger a termination of coverage effective July 1.

## Delinquency Notices



## Termination Notices



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## Contracts

- FY 2010-2011 redlined contract renewals to vendors week of June 7, 2010.
- Finalized amendment to Mercer contract for limited liability provision.



## Early Retiree Reinsurance Program

- Pursuing federal tax free reimbursement for costs of certain retiree health benefits.
- Must submit an application to Department of Health and Human Services.
- Receiving input from all vendors.
- Funding limited to \$5 billion on first come first served basis.
- Preliminary HSS reimbursement is \$13 million.

