

HEALTH SERVICE SYSTEM
CITY & COUNTY OF SAN FRANCISCO

MEMORANDUM

DATE: January 6, 2016
TO: Randy Scott, President, and Members of the Health Service Board
FROM: Catherine Dodd PhD, RN
RE: December 1, 2015 - January 6, 2016 Board Report

HSS Personnel

- The graphic artist position remains back at the starting board. Our top candidate declined the offer.
- 2.5 positions will continue to be held vacant per last year's budget for "attrition savings."
- HSB request for employee engagement evaluation (see attached)

Operations

- Call volume increase due to inquiries from members receiving confirmation statements
- This year we also sent out updated Open Enrollment confirmation letters to those members who had adjustments made in November and early December
- Began trainings on use of Customer Relations Management System
- ACA requirement for offering Minimum Essential Coverage (see attached deck)
 - This project began in April of 2015 working with eMerge, payroll and HSS staff to produce forms with data.
 - HSS is doing this for all four employers
 - 1094C Employer to IRS re: form documenting coverage for all full-time employees (submitted electronically)
 - 1095C Employer must provide every employee a 1095C form documenting that they were offered coverage and whether they accepted coverage. This form is sent *by the employee to the IRS* along with an additional form provided by Blue Shield and Kaiser. HSS must also submit copies of this form electronically to the IRS.
 - For self-insured members, two parts of the 1095C form must be completed and provided to the employee and submitted to the IRS



- The deadline for employer submission has been extended to March 29, 2016. HSS members will have their forms on or by January 31, 2016

Data Analytics:

- Completed initiative to convert to digital distribution of HSB materials. This initiative was part of HSS' strategic goal around informed, transparent and effective governance
- Completed Calendar Year End activities for W-2 and 1099 Form generation. This requires extensive effort for auditing, data clean-up, data extraction and data validation.
- Achieved department goal for 100% of staff to complete security awareness training by December 31, 2015

Communications

- Web visits continue to trend upward
- In calendar year 2015 we had 121,735 website visitors, a 7% increase over 2014
- A significant proportion of members are accessing the site with tablets and smart phones
- Nearly 20% of the visits are on devices other than a desktop computer
- In this first year, the 1095C IRS project has required a significant amount of work from operations and communications, and will continue to do so after the release of the tax forms
- Over 55,000 members will be receiving these tax forms for the first time in 2016. We will be issuing several waves of member communication, but still anticipate significant call volumes

Finance

- Conversion of Flexible Spending Accounts (FSA) benefits from WageWorks to P&A Group effective January 1, 2016
- UHC MAPD NPPO initiated effective January 1, 2016

Contracting and Vendor Management

- Completed Lexmark contract negotiations for software licenses and professional services associated with Enterprise Content Management systems

Wellness

The flu shot program continues to grow. Highlights from this year include:

- Additional emphasis on accessing shots through the health plan, especially for retirees who live out of the area.
- 9 new clinics for a total of 26

- 18% more vaccinations provided at onsite clinics (3,739 total)
- Member Services' presence at 9 clinics which created a convenient "one-stop shop" for Open Enrollment questions and applications as well as flu shots
- 2015 was a year of exploration and relationship building that provided valuable insights for moving forward with a retiree needs assessment and wellness activity engagement in 2016. Highlights included:
 - Collaboration with RECCSF provided insights into communicating with retirees and retiree needs. HSS presented at six RECCSF meetings
 - Working with the health plans through the new HSS Vendor-Partner Meetings, HSS was able to effectively catalog retiree fitness memberships and discounts which are the subject of many retiree inquiries
 - Data collection revealed retiree engagement in flu shots. Retirees and their spouses/domestic partners represented 5% of flu shot clinic participants
 - The first-ever retiree Shape Up Walking Challenge team was formed
 - Special Report on Retiree Well-Being Activities with plans for 2016

Meetings/Presentations/Misc.

- Mayor's Department Head meeting orientation to 1.5% budget cut
- Met with Hill Physicians' Medical group and ACO. Significant improvement in measures
- Met with Brown & Toland Medical group and ACO. Measures for quality and access are worsening
- Attended PBGH quarterly meeting
- Participated in National Committee to Preserve Social Security & Medicare by phone
- Assisted DHR Workers' Comp division in RFP for claims processing
- Attended PBGH "unwellness" conference focusing on innovation in monitoring and improving employee health
- Attended State Legislative Committee
- Met with Wellness Sponsors re: continuing efforts
- Several meeting by phone with Blue Shield