

Kaiser Permanente Mental Health Care Workers' Strike and its Effects on City Workers, the Majority of Whom Are Kaiser Patients, and Other San Franciscans

San Francisco Board of Supervisors
September 27, 2022

Presented by the San Francisco Health Service System

San Francisco Health Service Board (HSB)

The San Francisco Health Service Board (HSB) is dedicated to providing outstanding health and other employee benefits to its members while adhering to the highest standards of customer care. The Health Service Board is the governing and policy-making body of the San Francisco Health Service System (SFHSS). The Board supports SFHSS's mission and has oversight on member appeals.

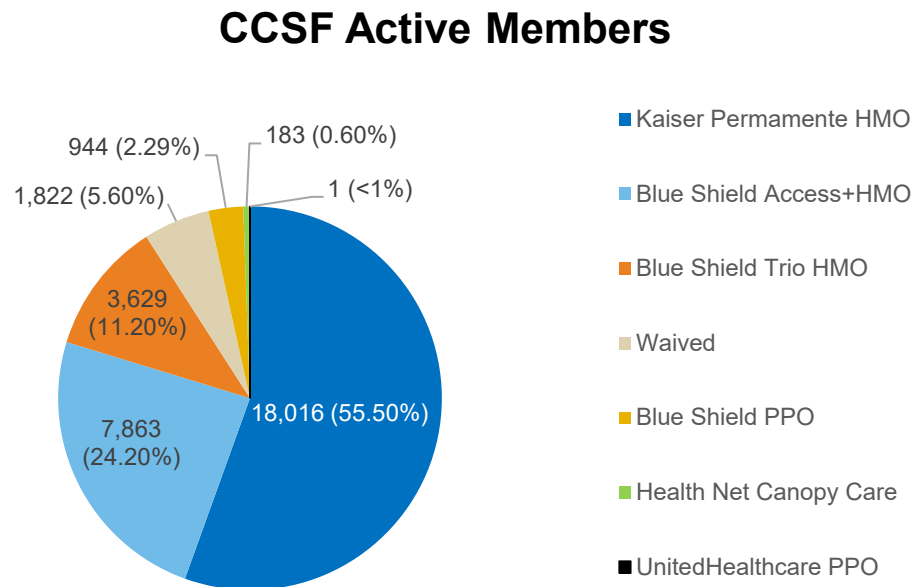
Health Service Board duties include:

- Receiving and reviewing regular financial and audit reports as Fiduciary for the SFHSS Trust Fund and the Healthcare Sustainability Fund.
- Reviewing and approving all plan and premium rate changes for SFHSS benefits.
- Developing and amending the Terms of Reference, which provides operating descriptions for Board governance and duties.
- Reviewing and approving the implementation of the SFHSS Strategic Plan.
- Overseeing administration of the health and welfare plan and fund.

How many city workers in the SFHSS system are members of Kaiser?

As of January 1, 2022, SFHSS had a total of 49,898 lives enrolled under Active members. Please see the attached Plan Enrollment by Carrier file for SFHSS enrollment with its other medical plan carriers.

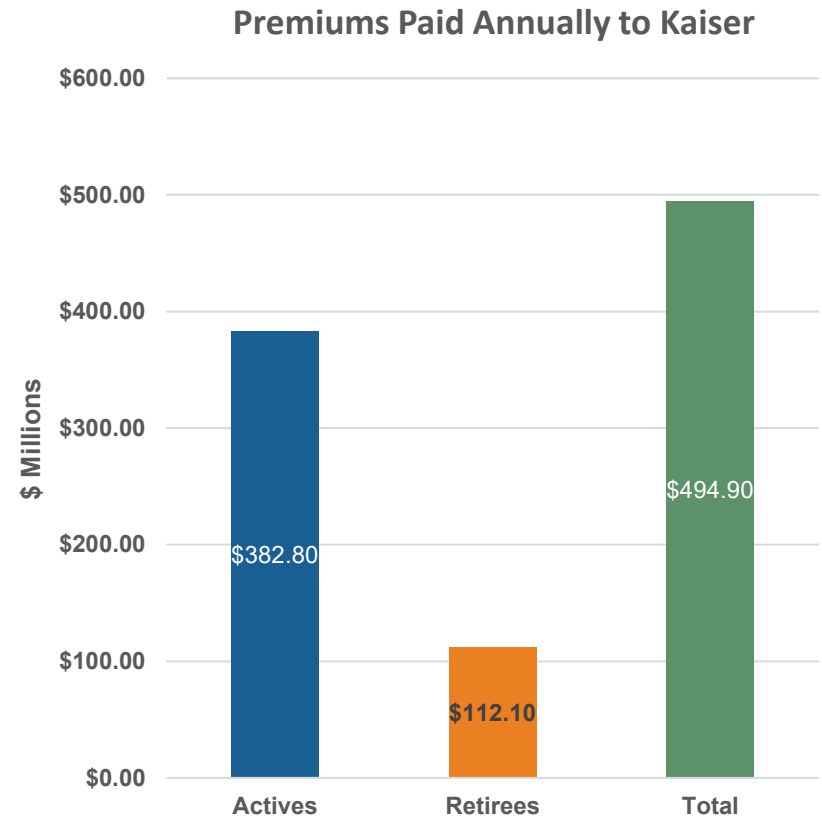
If we only consider the enrollment of Active City and County of San Francisco employees, the breakdown of enrollment by health plan is as follows:



What is the total premium amount that SFHSS pays to Kaiser annually?

Based upon the premium rates approved by the Board of Supervisors for the 2023 Plan Year, SFHSS will pay Kaiser Permanente the following amounts (including both employer and employee shares) for all SFHSS employer groups.

Health Plan Monthly Rates	PY 2023 PMPM
Kaiser Permanente	\$743.62
Blue Shield of CA Trio	\$860.26
Blue Shield of CA Access+	\$935.85
Health Net CanopyCare	\$770.28
Blue Shield of CA PPO	\$1,435.47



BOS Q3: Have there been any complaints lodged against Kaiser internally?

SFHSS Member Services has not received any calls from members requesting to file a complaint against Kaiser related to impacts from the current National Union of Healthcare Workers strike.

Has SFHSS told Kaiser patients what they can do in the interim while this strike is going on and how they can get help?

SFHSS does not send messages to members of any one carrier.

- SFHSS sends general messages that impact all members.
- Health Plans are responsible for communicating with their members any news that impacts their benefits.

Members can get assistance with accessing mental health support by calling the SFHSS Employee Assistance Program at (628) 652-4600.

Is there a process for employees/retirees to lodge a complaint?

1. Call SFHSS Member Services at (628) 652-4700 or (800) 541-2266 for guidance on how to engage the carrier to file a grievance and resolve the issue
2. SFHSS Member Services will assist members in navigating the process and inform them of any appeal rights

Has SFHSS seen a negative impact to patients/the public health system due to the strike?

SFHSS is not aware of any negative impacts to its members as a result of the current strike.

SFHSS Member Services Support

SFHSS' Member Services team is the direct liaison between our members and healthcare providers. Member Services staff are available to assist members with enrollment and eligibility questions and using member benefits while **protecting individual identity and health information**.

Members can also share feedback or suggestions on other administrative matters.

SAN FRANCISCO
HEALTH SERVICE SYSTEM

SFHSS Member Services

1145 Market Street, 3rd Floor
San Francisco, CA 94103

Main: (628) 652-4700

Toll-free: (800) 541-2266

EAP: (628) 652-4600