

Here for you

Fall 2005

We've Got You Covered!



A Message from
Jean S. Fraser,
 CEO

*"It's not so much where we are,
 but where we are moving."*

~ Oliver Wendell Holmes

And boy did we move in 2005!
 Figuratively and literally.

I don't know about you, but the pace of life seems to have speeded up. Sometimes I feel as though it's a race, with little time for reflection. So at the end of a year I like to pause and look back.

2005 was a very big year for the Plan. I am most proud that we have achieved universal health insurance for children. This is an accomplishment that all of San Francisco should be proud of, and one that we could not do without strong political leadership.

Ok, enough looking back – where are we going in 2006 and beyond? We will issue our taxi drivers coverage report and see if we can get any political traction for it. We'll also examine what we - and our providers - could do to extend the same high quality service to disabled Medi-Cal beneficiaries who might join the Plan as the result of a State mandate. Perhaps the most interesting possibility is to work with DPH, the Consortium Clinics, and others on a more organized and transparent care delivery system. And we will continue to ensure that our members and providers get the highest quality support and service from us.

That's a lot for 71 people; you can see why we are out of breath sometimes. But ah, the joy of the race

Cheers,
 Jean

99.2% Coverage Rate for SF Children and Youth Independent Survey Indicates Universal Coverage for 0 to 18 Year Olds

Five years ago we had a dream – that every child in San Francisco would have access to high quality care without fear of financial ruin for the parent. In 2005, that dream became a reality.

According to the California Health Information Survey, 99.2% of all 0-18 year-old San Franciscans have medical coverage. We play a major part in that accomplishment, since San Francisco Health Plan covers over one-quarter of all SF children and youth aged 0-18.

Mayor Gavin Newsom showed his appreciation by proclaiming Wednesday, October 3rd as San Francisco Health Plan Day in the City of San Francisco.

“Our public health plan is not only a valuable partner in maintaining the health and well being of all San Franciscans, it serves as a national model for providing high quality health coverage to citizens who are traditionally underserved,” Mayor Newsom said. “I am extremely proud of the service and dedication of San Francisco Health Plan's CEO, Jean Fraser and of the entire SFHP Team.”

We're honored by the praise, but embarrassed to get the recognition for something that took a dedicated community to accomplish. We especially want to thank our providers – UCSF, CPMC, SFGH, Chinese Hospital, St. Luke's, and Kaiser – for their continuing commitment to serving lower-income families.

Healthy Kids & Young Adults Satisfaction Soars

"I have peace of mind now that my children are safe."

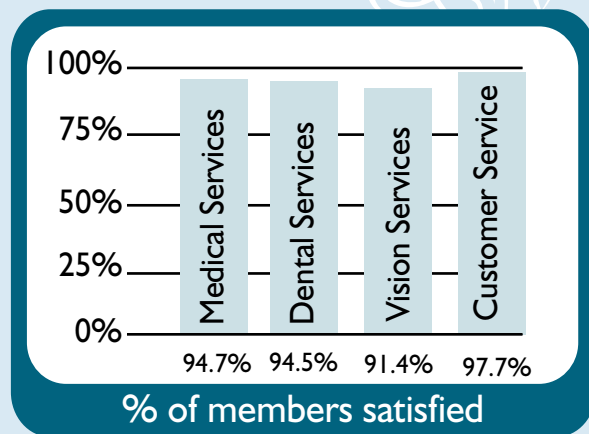
"This coverage has changed my life for the better."

"Our lives are happier; we're not afraid to see our health care worker anymore!"

Every year for the past three years, we've conducted a member satisfaction survey for Healthy Kids & Young Adults members. This year's survey shows an average of 93% positive feedback on every measure. And in the area of customer service, nearly 98%!

We don't take sole credit for these outstanding results. The satisfaction of our members is the result of commitment by many, including Delta Dental, Vision Service Plan, our wonderful providers, and hospital and clinic staff too numerous to mention.

Highlights of this year's survey are featured below. For a copy of the complete report, please contact Scott Paro at (415) 615-4261, or email sparo@sfhp.org. You can also download the report online from the About Us Section at www.sfhp.org.



Kudos Korner: Our 2005 Healthy Kids & Young Adults Heroes

At our annual Healthy Kids & Young Adults Appreciation Event this November, we were pleased to acknowledge outstanding physicians, clinics, community leaders, and application assistants for their extraordinary efforts in 2005.

2005 Health Hero Award



Maria Galvez-Picon, MD, MNHC; Hallie Hammer, MD, SFGH; Carol Lee, MD, CCHCA; Kao Hong Lin, MD, CCHCA; Mary Ann Shafer, MD, UCSF

2005 Crystal Heart Award



Nancy Chan, Stella Tam, Dora Vogel, Jenine Smith, Joyce Cho

2005 Clinic Excellence Award



Castro Mission Health Center, Family Health Center at SFGH, NEMS – Leland Avenue, St. Luke's Pediatric Center, Sunset Health Center

2005 Community Leader Award

San Francisco Children & Families Commission for funding premiums for children aged 0-5 in the Healthy Kids & Young Adults program since the program began in 2001.



Tom Conrow, Medi-Cal Health Connections for exemplifying the best of public service by implementing a system to send pre-populated applications to all Medi-Cal beneficiaries who are about to age out of their Medi-Cal coverage.



Mayor Gavin Newsom for his leadership (and funds!) in extending Healthy Kids to young adults, and for his continued support of our drive toward universal coverage. Accepting on behalf of Mayor Newsom was Policy Analyst, Amiee Albertson.



Thanks to all who make Healthy Kids & Young Adults a success. We look forward to working with you in 2006!

Filling the Gap for Former Foster Care Youth



The Healthy Kids & Young Adults program has always covered former foster care youth from age 21 (when they age-out of Medi-Cal) through age 24, as long as they enrolled right after they lost their Medi-Cal coverage. But it turned out that many foster care youth were missing this opportunity due to the instability of their lives.

At the urging of San Francisco Supervisor Sophie Maxwell, and in consultation with Mayor Newsom's office and the Department of Public Health, we eliminated this requirement. Now former foster youth can join at any time.

For our prompt action in responding to the health insurance needs of the foster care population, we were honored with a resolution from the San Francisco Board of Supervisors!

SFHP Quality In Top 10% of Medicaid Plans Nationwide

Every year we measure the quality of the care our members received using a set of nationally recognized measures called HEDIS.

Due to the tremendous work of our network of providers, our 2005 HEDIS results were excellent. Not only did we score above the state average on all ten of our measures, we were first in the State on well-child visits! And three of our scores were in the top 10% for Medicaid health plans nationwide.

These results reflect the commitment of our providers to getting preventive care to our low-income members, as well as a substantial effort and investment on the part of the Plan. To reach these scores, we offer programs that include outreach and reminders to members, and an intense provider outreach program.

SFHP At-A-Glance (below), shares only a few of our results on some very critical measures. To request the complete copy of the report, please contact Dori Lange, Director of Quality Improvement, at (415) 615-4211 or email dlange@sfhp.org.

What's New at SFHP?

Our Location...

To better serve our staff and community (and because the roof leaked!), we've moved to a new South of Market location. Our new address is:

**San Francisco Health Plan
201 Third Street, 7th Floor
San Francisco, CA 94103**



...and our Web Site.

Have you visited us on the Web lately? Our Web site has been redesigned to include better navigation and user tools and more substantial information. Visit us online today at www.sfhp.org.



SFHP AT A GLANCE

HEDIS RATES

- 73.4% Childhood Immunizations
- 68.5% Asthma Care
- 79.7% Well-Child Visits
- 45.1% Well-Adolescent Visits
- 84.2% Prenatal Care

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