FY 2012-13 Healthy San Francisco Annual Report

Presented to: Finance & Planning Committee of San Francisco Health Commission
Outline

• HSF Milestones
• HSF & Health Reform
• Enrollment Trends & Participant Demographics
• Service Delivery System
• Clinical & Services Utilization
• Participant Experience & Satisfaction
• Expenditures & Revenues
• Anticipated Program Activities
Six Years and Counting

7/2007: HSF launches as 2 clinic pilot

6/2011: 4th year ends with over 100,000 uninsured adults ever enrolled

8/2009: Kaiser Family Foundation survey finds 94% participant satisfaction

7/2011: Over 10,000 HSF participants transition to SF PATH

8/2011: Mathematica independent evaluation finds HSF meeting program goals

2/2012: A finalist in 2011 Innovations in Gov’t competition (Kennedy School)

Expected Activities: Working with stakeholders to maximize ACA enrollment
HSF & Health Reform

HSF Helps Prepare for ACA Implementation

• Addressing “pent-up” demand for health care services
• Promoting participant use of medical homes (preventive services)
• Expanding the number of providers serving uninsured individuals
• With approx. 59% of the City’s uninsured population, HSF can provide targeted outreach and education for enrollment in new health insurance options
• Position providers to compete successfully in a more competitive health care landscape
Enrollment Trends

- Ended FY 2012-13 with 51,158 participants

- Combining HSF and SF PATH enrollment, a total of 61,002 adults were served (70% of SF uninsured adults)

- Since the program’s inception, HSF has served over 130,000 uninsured adult residents
Disenrollment Trends

- Ended FY 2012-13 with 79,850 disenrollments

<table>
<thead>
<tr>
<th>Current Disenrollments by Reason</th>
<th>% of Disenrollments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Renewal</td>
<td>60%</td>
</tr>
<tr>
<td>Program Eligibility</td>
<td>20%</td>
</tr>
<tr>
<td>SF PATH Transition</td>
<td>11%</td>
</tr>
<tr>
<td>Participation Fee</td>
<td>9%</td>
</tr>
<tr>
<td>Other/Voluntary</td>
<td>&lt;0.1%</td>
</tr>
</tbody>
</table>
Disenrollment Trends

- 61% disenrollment rate

- Analysis of multiple disenrollments
  - 80% were in HSF for 10-12 months

- This year 26,727 participants had 2 disenrollments
  - 58% related to two instances of failure to renew
  - 15% related to incomplete renewal and 1 program eligibility
Participant Demographics

Age

- 18-24: 8%
- 25-44: 43%
- 45-54: 23%
- 55-64: 8%

Gender

- Female: 50%
- Male: 50%

Ethnicity

- Asian/Pacific Islander: 6%
- Latino: 3%
- Caucasian: 16%
- African-American: 27%
- American Indian/Alaskan Native: 43%

Income

- at/below 100% FPL: 11%
- between 100.01-200% FPL: 3%
- between 200.01-300% FPL: 28%
- between 300.01-400% FPL: 58%
Medical Home Service Delivery System

- There were 7 delivery systems at the end of FY 2012-13

- San Francisco Community Clinic Consortium
- San Francisco Department of Public Health
- Kaiser Permanente
- Sr. Mary Philippa
- Chinese Community Health Care Association
- Brown & Toland Physicians - CPMC
- BAART Community Healthcare
Clinical and Service Utilization

• Summary of Utilization Data
  (% of participants utilizing at least 1 service)

  ➢ 70% in primary /specialty care
  ➢ 46% in prescription
  ➢ 2% in inpatient admission

• Overall, more office visits are between 1-4 visits (49%) and fewer in 5-9 visits (21%)
Participant Experience & Satisfaction

- HSF participant complaint rate was 1.09 per 1,000 participants. The top complaint categories are:
  - 48% Access issues (clinical services)
  - 16% Other (medical homes)
  - 14% Quality of Service (clinical & non-clinical)
- Health Access Questionnaires (self-reported)
  - 4.8% of respondents delayed getting care or prescription in the past 12 months compared to the previous year (6%)
  - 7% visited a hospital or ER for their own health care, the same as the previous year
### Est Revenues & Expenditures (5 Year Trend)

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Est'd Expenditures</th>
<th>Non-DPH Provider Expenditures (Less HSF Funds)</th>
<th>DPH Expenditures for HSF</th>
<th>DPH Revenues for HSF</th>
<th>DPH Revenues Less DPH Expenditures (General Fund Subsidy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008-09</td>
<td>$124,540,040</td>
<td>0</td>
<td>$124,540,040</td>
<td>$36,535,514</td>
<td>$88,004,526</td>
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<tr>
<td>2009-10</td>
<td>$163,887,568</td>
<td>$23,629,093</td>
<td>$140,258,475</td>
<td>$40,449,475</td>
<td>$99,809,000</td>
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<tr>
<td>2010-11</td>
<td>$177,774,847</td>
<td>$28,141,067</td>
<td>$149,633,780</td>
<td>$49,933,839</td>
<td>$99,699,941</td>
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<tr>
<td>2011-12</td>
<td>$139,865,602</td>
<td>$38,733,482</td>
<td>$101,132,120</td>
<td>$23,759,825</td>
<td>$77,372,295</td>
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<tr>
<td>2012-13</td>
<td>$167,157,081</td>
<td>$42,971,067</td>
<td>$124,186,014</td>
<td>$24,306,867</td>
<td>$99,879,147</td>
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Est. Per Participant Per Month Expenditures (5 Year Trend)

<table>
<thead>
<tr>
<th>Year</th>
<th>Estimated Per Participant Per Month Expenditure (DPH and non-DPH)</th>
<th>DPH Per Participant Per Month Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008-09</td>
<td>0</td>
<td>$296</td>
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<tr>
<td>2009-10</td>
<td>$275</td>
<td>$235</td>
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<tr>
<td>2010-11</td>
<td>$271</td>
<td>$228</td>
</tr>
<tr>
<td>2011-12</td>
<td>$255</td>
<td>$184</td>
</tr>
<tr>
<td>2012-13</td>
<td>$273</td>
<td>$203</td>
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Est. DPH FY 2012-13 Costs of Serving Indigent & Uninsured

• In addition to HSF uninsured participants, the Department provides services to uninsured individuals ineligible for HSF and/or in SF PATH, and provides services that are not in the HSF scope of benefits

• Costs for HSF, Non-HSF, and SF PATH uninsured populations estimated at $183.87M for 2012-13 (does not include behavioral health or long term care)

<table>
<thead>
<tr>
<th>Uninsured Patient Population</th>
<th>Estimated Cost</th>
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<tr>
<td>HSF Uninsured Population</td>
<td>$79,281,172</td>
</tr>
<tr>
<td>Non-HSF Uninsured Population (not including LIHP)</td>
<td>$57,096,124</td>
</tr>
<tr>
<td>LIHP/SF PATH Population</td>
<td>$47,497,447</td>
</tr>
<tr>
<td>Entire Uninsured Population</td>
<td>$183,874,744</td>
</tr>
</tbody>
</table>
Anticipated Program Activities

- **2013-14**
  
  - Work with stakeholders to ensure maximum enrollment into new health insurance options (HSF population & public)
  
  - Transition approx. 60% eligible HSF participants to ACA health insurance programs
  
  - Increase enrollment and transition SF PATH (LIHP) participants to expanded Medi-Cal
  
  - Continued need for HSF for residually uninsured
Thank You & Questions