Your event is starting soon!
Health Care Accountability Ordinance (HCAO) Amendment for SFO QSP Employers
Housekeeping

This session is being recorded

Presentation slides and recording will be posted on the HCAO webpage

Live Question and Answer Session

• Presenters will answer questions LIVE at the end of the presentations
• Send us your questions in the Questions Box

Some questions may require more information and you may be asked to contact us.

Office of Labor Standards Enforcement
Presenters

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Office of Labor Standards Enforcement

Health Care Accountability Ordinance (HCAO)
Compliance for SFO QSP Employers

Beverly Popek, Supervising Compliance Officer
Health Care Accountability Ordinance (HCAO)

• Presentation is for San Francisco International Airport (SFO) Quality Standards Program (QSP) employers only

• HCAO is a requirement for all SFO QSP employers

• OLSE administers and enforces the HCAO
Health Care Accountability Ordinance (HCAO)

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• HCAO is a requirement for all SFO QSP employers

• OLSE administers and enforces the HCAO
HCAO Amendment Background

• On November 10, 2020, the SF Board of Supervisors amended the HCAO with specific requirements for SFO QSP employers

• The amendment, “Healthy Airport Ordinance,” becomes operative on March 21, 2021
Health Care Accountability Ordinance (HCAO)

Covered Employers:
HCAO applies exclusively to SFO QSP Employers
SFO Quality Standards Program (QSP)
The Quality Standards Program applies to any firms, including airlines and service providers, which employ personnel involved in performing services that directly impact safety and/or security at the Airport. Covered employees are all personnel impacting Safety and Security, including but not limited to:

**Those Impacting Safety**
- Ramp handling
- Aircraft cleaning and fueling
- Baggage/cargo handling
- Preparation or transportation of food and beverage products delivered directly onto aircraft on the AOA
- Maintenance of aircraft, ground service equipment, baggage handling systems, and passenger boarding bridges

**Those Impacting Security**
- Check point security screening
- Passenger check-in activities
- Skycap and baggage check-in counters
- AOA and perimeter
- Within security checkpoints and behind check-in counters
- Custodial employees with access to secure areas

For more information about covered employees, refer to Section V of the Quality Standards & Performance (QSP) program at https://www.flysfo.com/sites/default/files/media/Quality-Standards-Program-2016.pdf.

For questions, contact gsp@flysfo.com or 650-821-1003.
Health Care Accountability Ordinance (HCAO)

Covered Workers:

All Workers of Quality Standards Program (QSP)
Employers at SFO
  • All hours worked at SFO are covered
  • There are no minimum hours requirement
Health Care Accountability Ordinance (HCAO)

• For every QSP worker, you must comply with the HCAO

• Employer has two (2) options
HCAO Amendment Requirements – Option 1/2

1. Offer each covered employee and the employee’s dependents a health plan that meets the requirements at no charge to the employee

   • By March 21, 2021

   • For new employees hired after March 21, 2021, no later than the first of the month after 30 days from the covered employee’s start date

   • The offer must be made on an annual basis
HCAO Amendment Requirements – Option 1/2

Things to consider when implementing this option:

1. Timing – When is the best time to do this?
   • Might be best to implement this option with your annual enrollment event
   • Discuss with your provider about breaking out of contract

2. Clear Communication to your employees
   • Send information before 3/21/21 to let them know what you are planning to do and next steps.
HCAO Amendment Requirements – Option 1/2

Voluntary HCAO QSP Waiver

Employers can only use a voluntary wavier form IF you have offered health plan(s) that meet the requirements at no charge

• Offer plan(s) that meets requirements then Employee decides if they would like to accept or decline your HCAO offer
  • If yes, this decision is recorded by an enrollment form

• If no, you record this declination through the Voluntary HCAO QSP Wavier Form.
  • Once the form is completed filled out and executed with supporting documents(s), your obligation is met and there is no other benefits that is required to be offered.
HCAO Amendment Requirements – Option 1/2

Voluntary HCAO QSP Waiver

• Must use the official Voluntary HCAO QSP Waiver Form

• The employer section must be completed by the employer

• Declination Reason
  • Employee has health coverage from another source and they would like to decline your offering
    • Make sure page 2 of the waiver form is filled out completely
    • Collect the supporting documents that show employee and family has coverage from another source
2. Pay $9.50 per hour (max $380 per week) to the SF City Option
   • Rate adjusted every July 1

   • City Option https://sfcityoption.org/

   • Amount is the same for a employee only and an employee with dependents
HCAO Amendment Requirements – Option 2/2

When are contributions due?

• Make contributions to the City Option Program by April 15, 2021 for hours worked from March 21 through March 31, 2021.

• Contributions must be made by the 15th of each month for hours worked in the preceding month, including for covered employees hired after the Amendment’s operative date (3/21/21)
HCAO Amendment Requirements – Option 2/2

*Things to consider when implementing this option:*

1. **This option can be used as a temporary compliance solution**
   - If you would like to offer a health plan that meets the requirements but can’t do this by 3/21, then you need to comply by paying the $9.50 per hour to the City Option.

2. **Clear Communication to your employees**
   - Send information before 3/21/21 to let them know what you are planning to do and next steps.
Posters

• Use official HCAO QSP Poster
• Posters will change every July 1

English Posters and Forms are available now at www.sfgov.org/olse/hcao

Spanish, Chinese, and Filipino documents will be available soon
Know Your Rights Forms

- Use official HCAO QSP Know Your Rights Forms
- Must have all employees read and sign on an annual basis

English Posters and Forms are available now at www.sfgov.org/olse/hcao

Spanish, Chinese, and Filipino documents will be available soon
Best Practices

Clearly communicate how your company will be complying with the HCAO before March 21, 2021

• Letter/Memo
• Meeting
Retention Requirements

Keep all documents for at least (3) three years

Examples of documents to keep:
• Benefits offering information (emails, flyers, etc.)
• Enrollment forms
• Copy of electronic portal information and flow chart
• Poster, Know Your Rights Form, Voluntary Waiver Form
Frequently Asked Questions
1. Am I a Quality Standards Program (QSP) Employer?

Q: I don’t know if I am a QSP employer. Who should I contact?

A: Contact SFO QSP directly (qsp@flysfo.com or 650-821-1003) to determine if you are a QSP employer.
2. Covered Employees

Q: We have union and non union employees. Who is covered under this ordinance?

A: All QSP employees are covered under the HCAO Amendment or Healthy SFO.
3. Waiver through Collective Bargaining

Q: May a collective bargaining agreement waive some or all of the provisions of the Amendment?

A: No. While the Health Care Accountability Ordinance generally permits a waiver through a collective bargaining agreement, that does not apply to covered employees under the Healthy Airport Ordinance.

Q: If an existing CBA requires employees to contribute to their health care premiums, is that still allowable under the Ordinance?

A: No.
5. Paying a differential added to the base pay

Q: Is it OK if we pay a higher wage to employees who opt-out of medical coverage? Does that mean an offering of a differential added on to a base pay rate is also prohibited to those who opt-out of medical?

A: First, you must offer at least a health plan that meets the requirements. If the employee does not want the health plan, they must sign the voluntary waiver form and provide the required supporting documentation (i.e. proof of insurance from another source). Then, you can pay the differential pay.
6. Compliance Options

Q: Do I have to have the same compliance option for all of my employees?

A: No. As long as you comply with one of the options for each QSP employee, the employer chooses how to comply.

Best practice:
Have a clear and consistent policy of who is covered under each option

Office of Labor Standards Enforcement
7. Reporting Requirements

Q: Are there any reporting requirements?

A: No. There are no reporting requirements.
8. When does health coverage need to be in place?

Q: When must health coverage that meet these requirements start?

A: Coverage that meets the requirements must be in place by the Amendment’s operative date, March 21, 2021, for its covered employees. For covered employees hired after that date, employers must provide family health insurance no later than the first day of the month after 30 days from the covered employee’s start of employment.
9. Plan Renewal Date and 3/21 Compliance

Q: Does my client, who has a 7/1 renewal date, need to comply with one of the two options on 3/21/21 OR can they wait until 7/1/21?

A: If the employer won't be able to implement a compliant health plan until 7/1, then the employer would have to pay the City Option as a temporary compliance option for employees who work 3/21 - 6/30.
HCAO Webpage: www.sfgov.org/olse/hcao

Resources available on our webpage

• HCAO Amendment
• Frequently Asked Questions Document
• Posters & Forms
HCAO Unit
415-554-7903
hcao@sfgov.org
Questions?

Send us your questions in the Q&A Box.

Questions will be answered in the live Q&A Session.

If we don’t answer your question live, someone will contact you via email to answer your question.
HEALTHY AIRPORT AMENDMENT TO THE HCAO

HEALTH PLAN REQUIREMENTS

JANUARY 26, 2021

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
The *Healthy Airport* amendment sets two requirements for a compliant health plan, regardless of employer size:

**MINIMUM ACTUARIAL VALUE**

- At least 90% overall value (platinum plan)
- After platinum plan is offered, additional plans must have at least 80% overall value (gold plan)

**COVERED BENEFITS**

- As required by the CA Essential Health Benefits (EHB) Benchmark Plan
Percentage of total average costs for covered benefits that a plan will cover must be at least 90%

AV based on in-network services

Verification of a health plan’s overall AV provided by insurance carrier

No specific cost-sharing requirements

Can be self-funded or fully-funded
As required by CA’s EHB Benchmark Plan, for example:

- pediatric vision and dental
- no cost preventive care and scheduled pre- and postnatal visits
- well-baby visits
- bariatric surgery
- acupuncture
Only required for employers complying with this amendment for Quality Standards Program (QSP) employees at SFO

Children aged 0-18 years

Premium for these services must be covered 100% only for children

Scope of benefits
  - Dental as described by Denti-Cal
  - Vision as described by FEDVIP plans
No specific cost-sharing requirements for these benefits under this legislation

Per SF City Attorney’s Office:
- no actuarial value requirement for pediatric vision and dental so long as the overall actuarial value of benefits is 90%

AV considerations & references
- **Dental**: Covered CA’s [Dental Benchmark Plans](#) for reference per [CA Dept of Managed Health Care](#)
- **Vision**: as described at [FEDVIP](#) for reference plans
Does the health plan need to comply with the new requirements and the existing HCAO minimum standards?

No. If you are required to comply with the Healthy Airport amendment requirements, you do not need to comply with the HCAO minimum standards.
Are premiums covered 100% for dependents of the QSP employee?

Yes, the amendment requires 100% of premiums covered for the eligible employee and their dependents on the plan.
Can coverage for some services be offered as a stand-alone plan instead of embedded in the health plan?

Yes. The amendment only requires that services described in the EHB Benchmark Plan are covered with a corresponding overall actuarial value of at least 90%.
Can I offer more than one plan?

Yes. After offering a plan that satisfies the amendment’s requirements, employers can also offer plans with an actuarial value of at least 80% and that cover all services described in the EHB Benchmark Plan.
Are prenatal and postnatal visits required to be covered at no cost?

Yes. All scheduled prenatal and the first postnatal visit must be covered at no cost to the enrollee.
FOR SPECIFIC QUESTIONS ABOUT YOUR HEALTH PLAN’S BENEFITS, PLEASE CONTACT YOUR INSURANCE CARRIER.

FOR GENERAL QUESTIONS ABOUT HEALTH PLAN REQUIREMENTS:

patrick.chang@sfdph.org
(415) 554-2925
Questions?

Send us your questions in the Q&A Box.

Questions will be answered in the live Q&A Session.

If we don’t answer your question live, someone will contact you via email to answer your question.
SF City Option
Overview
Presented by Cynthia Flock
SF City Option Snapshot

**EMPLOYER**
Submits roster
Makes payment
Provides newly eligible employees with Health Care Payment Confirmation Notice

**SF CITY OPTION**
Sends Welcome Letter and Program Finder Form to newly eligible employees within 1-3 weeks from employer’s first payment of behalf of the employees

**EMPLOYEE**
Takes Action: submits Program Finder Form or calls SF City Option Customer Service at 1(415) 615-5720
How to make payment into SF City Option
SF City Option Website
sfcityoption.org

Click here for downloadable resources

Click here to access the Employer Portal
Log onto Employer Portal

• Online web application for employers to load employee information and submit online payment for SF City Option

• Accessible at: https://employerportal.healthysanfrancisco.org
Submit Employee Roster

Select Manage Rosters:
- Download Roster Template

- Enter required information for each employee – Check for typos!
- Upload and submit roster
  - Review Employer Portal User Guide for detailed instructions
Make a Payment

1. Pay by Check
   • Make check payable to *SF City Option*
   • Remove Remittance Coupon at the bottom of the SF City Option Statement and mail with check
   • Review Employer Portal User Guide for add’l details

2. Pay online (by EFT or Credit Card)
   • Payment by EFT: Confirm with your bank that they will approve the online payment
     • Your bank may request the following ACH ID before approving the EFT: 5330903620
   • Enter your company’s bank account & Routing number to complete EFT

• Payment by Credit Card: There will be a processing fee of 2.75% if you pay by credit card.
Tell Your Employees!

Provide these resources after first payment:

• Welcome to SF City Option
• Health Care Payment Confirmation Notice
SF MRA
Enrollment Process for Employees
SF City Option Snapshot

**Employer**
- Submits roster
- Makes payment
- Provides newly eligible employees with Health Care Payment Confirmation Notice

**SF City Option**
- Sends Welcome Letter and Program Finder Form to newly eligible employees within 1-3 weeks from employer’s first payment of behalf of the employees

**Employee**
- Takes Action: submits Program Finder Form or calls SF City Option Customer Service at 1(415) 615-5720
To Enroll: Fill out a Program Finder Form

Complete the form online, or sfcityoption.org/programfinder

Download and print form from sfcityoption.org
Send to SF City Option via mail or fax

Funds will be deposited into SF MRA account within 1-3 weeks
What is SF MRA?

It is a health care account with money that can be used to get reimbursed for eligible health and wellness expenses.

Employees can use funds to get reimbursed for eligible health care expenses for:

- Themselves
- Their spouse/domestic partner
- Their dependents
SF MRA Eligible expenses include....

- Health insurance premiums & copays
- Doctor’s office visits & hospital stays
- Vision exams, prescription glasses, contacts, etc.
- Dental: cleanings, fillings, crowns, etc.
- Prescription and over-the-counter medicines

There are hundreds of other products and services that are eligible, such as.....
SF MRA Claims Process

4 ways to submit claims: online, mobile app, mail or fax

WageWorks processes claims in 3 to 5 business days
Questions?

(415) 615-4492

employerservices@sfcityoption.org
Questions?

Send us your questions in the Q&A Box.

If we don’t answer your question live, someone will contact you via email to answer your question.
Thank you for attending!

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