

Health*matters*

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HealthMatters is published as a community service for the members of Health Plan of San Mateo (HPSM). If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

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U.S. POSTAGE
PAID
HPSM

Health Plan
OF SAN MATEO
Healthy is for everyone
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Check Out HPSM's New-and-Improved Website!

HPSM proudly presents our brand-new redesigned website. It is now live online at www.hpsm.org. We made this website easy to use so you can find what you need fast.

This means you will spend less time searching the website and on the phone with HPSM. Our new website works great on any device, and lets you do lots of useful things online whenever you want.

With just a few clicks, you can:

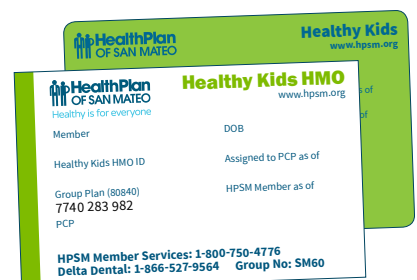
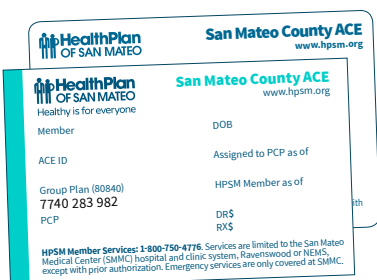
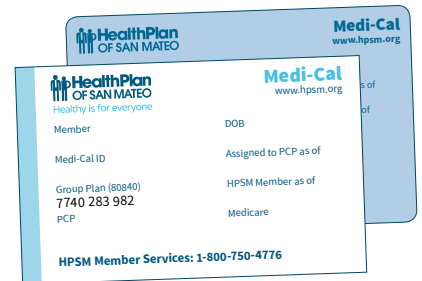
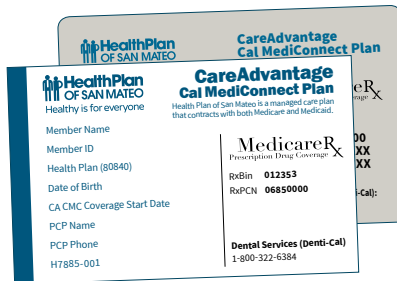


VISIT OUR NEW WEBSITE and enter to win a \$25 Target gift card. Go to hpsm.org/home/member to enter.

We would love to know what you think of our new website. Please email feedback to Website@hpsm.org.

HPSM Has New Member ID Cards for New Members

HPSM has designed new member ID cards for all five lines of business. New members started receiving new ID cards in January 2018. If you have one of our old cards, please continue to use it.



Get Up to **20** Free Weight Watchers® Classes

Are you a member of HPSM's Medi-Cal program? If so, you can get up to 20 free Weight Watchers® meetings. These helpful and fun weekly group meetings help you lose weight with:

- Coaches who've succeeded with the Weight Watchers® system
- Meeting topics that inspire you to reach your goals
- Private weekly weigh-ins that track your progress

Weight Watchers® does not require you to buy any special foods. You can eat real meals and snacks and still lose weight. Studies* show that Weight Watchers® helps people lose unwanted pounds and keep a healthy weight.

To join, you must:

- Be in HPSM's Medi-Cal program
- Be at least 18 years old
- Have a body mass index (BMI) >30—your PCP can measure your BMI
- Commit to weekly meetings and diet and exercise changes

✉ To sign up, call the Health Education Line at **650-616-2165**.

New Incentives

\$50 Target Gift Cards

- \$50 Target Gift Card if you lose 10% of your overall body weight within 12 months of starting Weight Watchers.
- Another \$50 Target Gift Card if you keep the lost weight off for four months after reaching the first goal.
- You must get your weight checked at your PCP's office. Ask them for a copy of your medical record with your weight on it. Send that copy to HPSM to get your gift cards.

Don't Speak Your Doctor's Language? Get a Free Interpreter for Visits

If your doctor does not speak your language, HPSM can help. We have free interpretation services so you can talk to each other. You can get phone interpreters for all routine visits. All you need to do is ask your doctor to call one. In special cases, an interpreter can go to the visit with you.

To ask for an in-person interpreter:

- Medi-Cal, Healthy Kids and HealthWorx members: call **1-800-750-4776**
- CareAdvantage members: call **1-866-880-0606**

Use an interpreter instead of family or friends

It's much better to have an interpreter translate for you because they are:

- Experts at translating one language into another
- Trained to understand complex health information
- Legally barred from telling others what you say

Are You Hearing-Impaired?

You can get an American Sign Language (ASL) interpreter. They will go with you to your doctor's visit at no cost. Just call **1-800-735-2929** at least five days before your doctor's visit.

All of our materials are written in English, Spanish, Chinese and Tagalog.



New Phone Number for HPSM's Nurse Advice Line

On February 1, 2018, the Nurse Advice Line (NAL) phone number changed to **1-833-846-8773**. As an HPSM member, you can call this toll-free number any time you:

- have an urgent health question and cannot reach your doctor
- are not sure if you should go to the emergency room (call before going)

Registered nurses are on hand to answer any health questions you may have. They can tell you how urgently you need to see a doctor. Sometimes a nurse might give you advice for self-care at home if it may help your health issue.

The Nurse Advice Line is for questions about your health. If you have questions about your benefits, please call Member Services at **650-616-2133**.



24 hours/7 days a week
Nurse Advice Line
1-833-846-8773

Pregnant or Think You Might Be? See Your Doctor!

Seeing your doctor during and after pregnancy keeps you and your baby healthy. It is important to visit your doctor:

- For an initial prenatal appointment within the first twelve weeks of becoming pregnant
- Throughout your pregnancy
- For a postpartum appointment within three to eight weeks after giving birth

Plus, you can get up to \$100 in Target gift cards by signing up for HPSM's Prenatal & Postpartum Gift Program

- **Get a \$50 gift card** for going to your initial prenatal appointment
- **Get a \$50 gift card** for going to your postpartum appointment*

For more information and to sign up, call HPSM's Health Education Line at **650-616-2165**.

** The two-week C-section wound check does not qualify for the postpartum gift.*

Get Healthy Food and Lots More from WIC

California Women Infants & Children — A Special Supplemental Nutrition Program

WIC provides:

- Nutrition information
- Breastfeeding support
- Vouchers to buy healthy foods
- Referrals to healthcare and other services your family may need

WIC is for you if you:

- Are Pregnant or just had a baby
- Have a baby or children under five years old
- Have limited income

Dads, grandparents, foster parents, guardians and working families are also welcome!



WIC is just one call away — join today!

WIC is an equal opportunity institution.

Call **650-573-2168** or visit www.smchealth.org/WIC

WIC does not require nor solicit immigration status.