

3 Easy Steps to Winning the Healthy Fight

“A journey of a thousand miles starts with a single step,” the Chinese wise man Lao Tzu wrote 2,500 years ago. Your journey to health may not be measured in miles, but these three easy steps will help you win the healthy fight.

Step 1 First you'll get your HPSM Member ID card in the mail. Your Welcome Kit will come later. **Read the Welcome Kit** and keep it handy so you can review it when you have questions. Put your ID card in your wallet, and bring it when you see your doctor.

Step 2 **Choose a doctor** for you and/or your family by calling HPSM at **1-800-750-4776** (toll-free) or **650-616-2133**. If you don't choose a doctor within the first 30 days of starting as a member, we may pick one for you. But you can always choose a new doctor by calling HPSM.

Step 3 Call your doctor within two months of getting your ID card. Even if you are healthy, you need to **visit your new doctor for a routine health exam**. He or she can also answer any questions you may have about how to stay healthy.

Stay Healthy—Get Your FREE Flu Shot

Flu season is coming, so get your flu shot to avoid getting sick. Flu shots are free for all HPSM members. They keep you healthy so you won't miss work. They also keep your kids healthy so they won't miss school. And if you don't get the flu, you can't spread it to others. So everyone wins! (Except the flu bug.)

Get a free flu shot by visiting your doctor or your local pharmacy—and bring your HPSM Member ID with you.



IN THIS ISSUE

- 1 3 Easy Steps to Winning the Healthy Fight
- 1 Stay Healthy—Get Your FREE Flu Shot
- 2 Free Language Translation for HPSM Members
- 3 What to Do When You Get a Doctor's Bill
- 3 Medi-Cal and CareAdvantage Members Can Get Acupuncture in 2017
- 4 Community Care Settings Pilot
- 5 Happy 50th Birthday, Medi-Cal!

Free Language Translation for HPSM Members

If your doctor does not speak your language, you can get a free interpreter so you can talk to each other. We have phone interpreters for all routine visits, and in special cases they can go to the visit with you. All of our written materials are also in English, Spanish, Chinese and Tagalog.

To ask for an interpreter:

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

Give Family & Friends a Break—Use an Interpreter

It's much better to have an HPSM interpreter translate for you rather than family members (such as children) or friends.



Are You Hearing-Impaired?

You can have an American Sign Language (ASL) interpreter go with you to your doctor's visit at no cost to you. To arrange for an ASL interpreter, please call **1-800-735-2929** at least five days before your doctor's visit.



HPSM

- Can translate complex health info from your doctor's language into yours so you can understand it
- Can translate what you say so that your doctor fully understands your symptoms and health concerns
- Are legally bound to protect your privacy

HPSM says, "Let your interpreter focus on the words so your family or friends can focus on you!"



Family & Friends

- May not be able to understand and clearly tell you what your doctor says
- May not be able to clearly describe your health issues and concerns to your doctor
- May feel uncomfortable hearing and talking about your private health issues

What to Do When You Get a Doctor's Bill

You get a bill from your doctor's office in the mail: should you pay it? Maybe not. As a member of HPSM, you should only pay a doctor's bill if:

- You received services that Medi-Cal doesn't cover
- You went to an out-of-network provider
- You have other health insurance as well as HPSM Medi-Cal, and you didn't follow your other insurance's rules for getting services
- You have a Medi-Cal Share of Cost or copays from HealthWorx or CareAdvantage CMC/DSNP Part D medications

If you receive a doctor's bill that doesn't include one of these, don't pay it: call HPSM Member Services at **1-800-750-4776** instead. Call us as soon as possible to avoid any harm to your credit. Also call us if:

- You have already paid a doctor's bill that you think you shouldn't have
- Your provider asks you to pay for services covered by Medi-Cal
- You get a bill after you received services
- You get a bill after HPSM has paid your provider
- You get a bill from a collection agency



Medi-Cal and CareAdvantage Members Can Get Acupuncture in 2017

If you are a Medi-Cal or CareAdvantage plan member, you can get acupuncture starting on January 1, 2017. You may get more sessions if your doctor says you need them.

What is acupuncture?

Acupuncture is a 3,000-year-old Chinese healing technique. It involves putting thin needles into the skin at set points on the body.

What can acupuncture help with?

Studies show acupuncture helps relieve pain, headaches, sadness, sleep problems, allergies and more.

How do I get acupuncture sessions?

Call **650-616-2133** to find an acupuncturist near you. You do not need a note from your doctor or any other health expert to get acupuncture.



Community Care Settings Pilot

In 2014, HPSM started an innovative program called the Community Care Settings Pilot (CCSP). This program helps people in long-term care live in their own homes. In June 2016, the 100th member entered the program. It now serves over 120 people.

Our innovative program partners are Brilliant Corners and the Institute on Aging (IOA). Brilliant Corners is a housing firm that helps people find homes, and IOA manages the members' care



In June 2016, CCSP welcomed its 100th HPSM member into the program. Here is one of their stories.

Rick Weinstein was working at the office one day when he got sick. He was rushed to the hospital, where they removed a blood clot from his leg. That was the last day Rick was able to work. From then on, all his earnings would come from Social Security and Disability. He also soon had to cope with other illnesses, such as diabetes and heart problems. In May 2015, he suffered a second infection. That left him no choice but to live in a skilled nursing facility. There was a social worker there named Erin

throughout the program. Once a member has a home, HPSM and IOA work to keep them there. We do this by arranging routine doctor visits, team-based care and other supports.

Most CCSP patients have not gone back to long-term care. People in the program have been very happy with it. In a member survey, 100% were satisfied with their Care Manager. Plus, 86% said CCSP made their quality of life better.

So far, we've brought only a few HPSM members into CCSP. We hope to someday offer the best parts of the program to more members. Then more people can also be happier and healthier at home.

who was also a CCSP Care Manager. She believed Rick

would prefer living in his own home when he got better. Rick agreed, so Erin worked to get him into the program.

“The program made all the difference in the world to me”

While Rick recovered from surgery, Brilliant Corners found him a low-cost place to live in Daly City. In January 2016, he was well enough to move in. “The program made all the difference in the world to me,” Rick said. “They got me the help I needed to live on my own.” As part of his care, Rick has regular

doctor's appointments and visits from Erin. Rick has also resumed his ministry work at his church, Tiburon Christian Fellowship. He's counseled at-risk young men there for over 15 years. He also values the spiritual guidance he gets from his fellow church members.

Rick still faces challenges, but is engaged in physical therapy and exercise. “The last thing I want is to be stuck in bed,” he said. “It's like that saying from *The Shawshank Redemption*,” he said. “Get busy living or get busy dying. I'm doing my best to get busy living. Health Plan of San Mateo has stood behind me all the way.”

Bay Area Medi-Cal



Anniversary

Happy 50th Birthday, Medi-Cal!

In 1965, about two-thirds of people over 65 in the U.S. didn't have healthcare, and almost half had low-income. Then President Lyndon Johnson signed Medicare and Medicaid into law, extending healthcare to millions of people. This paved the way for California's Medi-Cal program the next year. That makes Medi-Cal fifty years old in 2016. Here's a look at how this healthcare program has made California a healthier place to live.

- **More people**—When launched, Medi-Cal covered less than two million people (around 6% of Californians). Now it gives low- or no-cost healthcare to more than 13 million people (about one in three Californians). Nearly five million have joined since 2014, thanks largely to the Affordable Care Act.
- **More care**—At first, Medi-Cal simply paid enrollee's healthcare bills. Now it covers medical, mental health, vision, dental and substance abuse issues. It also helps seniors and disabled people live at home with support from family members or home health workers.
- **More diversity**—Medi-Cal used to only cover low-income families, pregnant women and disabled Californians. Since then, many more people have been added: from seniors and low-wage workers to undocumented children.

HPSM & Medi-Cal: 30-Year Partners in Health

HPSM was founded in 1987, and will turn thirty years old next year:

- HPSM covers nearly 145,000 people—or about one-in-five San Mateo County residents
- Since 2014, HPSM's Medi-Cal enrollment grew 43% to nearly 110,000 members
- Through our CareAdvantage program, HPSM covers about 11,000 members who have both Medicare and Medi-Cal
- HPSM is proud to have covered undocumented people from the time we started—decades before California enacted a law giving Medi-Cal benefits to undocumented children in 2016



801 Gateway Blvd., Suite 100
South San Francisco, CA 94080

the healthy fight.

We advocate for the health care needs of our members
and other underserved residents of San Mateo County.

HealthMatters is published as a community service
for the friends and patrons of Health Plan of San
Mateo (HPSM). 801 Gateway Blvd., Suite 100,
South San Francisco, CA 94080.
Phone: **1-800-750-4776**. Web: www.hpsm.org.

Information in HealthMatters comes from a wide
range of medical experts. 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.