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San Mateo is California's Healthiest County!

In March, San Mateo was ranked the healthiest of California's 58 counties. The rating was from the Robert Wood Johnson Foundation's County Health Rankings. This yearly study rates each county on many health measures. Some of these are drug use, drinking, smoking and whether people can afford healthcare.

Ninety-one percent of people in San Mateo County have healthcare. HPSM is proud to be one reason for that. We currently serve about 150,000 of those people. We continue to work hard to bring healthcare to more people in the County.

We also offer support to help our members make healthy choices. Please visit the Health Information section at www.hpsm.org to learn more.



HPSM Celebrates 30 Years in 2017

HPSM is proud and excited to celebrate our 30th anniversary this year. We give thanks to all those who've helped us so much along the way. Thanks to our staff, providers and program partners all over the County. And thanks to the lawmakers who have supported access to high-quality care and services for low-income and other vulnerable residents.

Last, but by no means least, we give special thanks to our members. We are as committed to healthcare for all as we were 30 years ago. Helping our members live healthier lives is our passion — we believe that *healthy is for everyone*. We've been here for 30 years, and we'll be here for many more. Thank you for being a vital part of HPSM's past—and future.

HPSM officially began managing healthcare for San Mateo County on December 1, 1987. We started small, but have grown over the years. Here's a quick look at where we came from—and how far we've come.

About 28,000 members
About 20 employees

1987

1 program
Medi-Cal

Nearly 150,000 members
Over 250 employees

2017

5 programs
Medi-Cal, CareAdvantage CMC,
Healthy Kids, HealthWorx & ACE



CareAdvantage CMC

RANKED

THIRD BEST

NATIONWIDE

on a 2016 survey by
Centers for
Medicare & Medicaid
Services

Ratings based on member feedback about the service received from their health plan and providers.

Member Survey Ranks Our Medicare-Medicaid Plan Third Best in the U.S.

In 2016, HPSM's CareAdvantage CMC program was rated third best across the U.S. The score came from a yearly survey of 40 Medicare-Medicaid plans in eight states. It is done by the Centers for Medicare & Medicaid Services (CMS). It is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

The CAHPS survey asks members to rate their healthcare experience. It measures how quickly members get care, how doctors communicate with members and more. HPSM scored a total of 88 out of 100 points. We shared the third place spot with three other health plans.

Thank you to all our CareAdvantage CMC members who took part in the survey. Your positive feedback helped HPSM's Medicare-Medicaid Plan get the number three spot. We are glad to know that our providers give fast and friendly service.

HPSM Wins DHCS Innovation Award

We are thrilled that DHCS has given HPSM's Community Care Settings Pilot (CCSP) their 2016 Innovation Award. CCSP has helped more than 130 aging and disabled people since 2014. The program helps them move from long-term care facilities back into their homes. This lets them enjoy life as active, engaged community members.

We proudly share this honor with our pilot partners. Thank you to the housing firm Brilliant Corners and the Institute on Aging (IOA).



New to HPSM? Call Your Doctor for a New Member Visit!

HPSM warmly welcomes all our new members to our healthcare plan. Start your healthy fight off strong by taking these easy steps:

Step 1 Review your Welcome Kit that we sent you in the mail. Keep it someplace where you can check it when you need to.

Step 2 You will get your Member ID in the mail. Keep it with you and take it with you to your doctor's visits.

Step 3 Please call your Primary Care Provider (PCP) to make a new patient visit within two months. Your PCP is your (or your family's) main doctor, and your first meeting is vital. You don't need to have any health issues to make a new patient visit. At this visit, you will get a routine exam. You can also talk to your PCP about any health concerns you have.

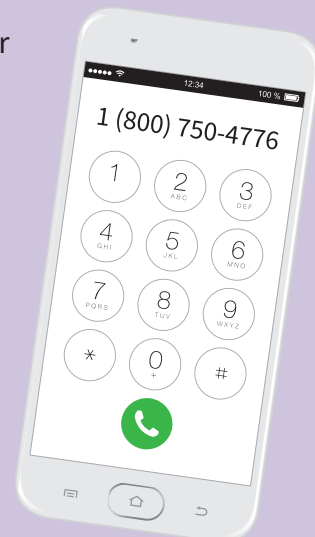
Choose a PCP within your first 30 days of starting as a member

If that time has passed, HPSM may have picked a PCP for you. But you can always choose a new PCP by calling HPSM Member Services:

1-800-750-4776 (toll-free) or
650-616-2133

Monday through Thursday,
8:00 a.m. to 6:00 p.m.

Friday,
9:30 a.m. to 6:00 p.m.



Are You Pregnant? (Or Think You Might Be?) See Your Doctor!

There are two doctor's visits that all pregnant women and new moms need. First: a prenatal visit within the first three months of pregnancy. Second: a postpartum visit within two months after giving birth. That's because timely care during and after pregnancy helps you and your baby be healthy.

There's one more reason for pregnant women and new moms to visit the doctor. That reason is **HPSM's Prenatal and Postpartum Gift Program.**



Visit your doctor:

...and get:

During your first 12 weeks of being pregnant

A \$50 Target gift card and the book "What to Do When You're Having a Baby"

Between 3 to 8 weeks after giving birth

A \$50 Target gift card and a "First 5" new parent kit

✉ To sign up for the program, call HPSM's Health Education Line at **650-616-2165**.

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 eat 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) >25
—your PCP can measure your BMI
- Commit to weekly meetings and diet and exercise changes

*health.usnews.com/best-diet/weight-watchers-diet



✉ To learn more, call our Health Education Line at **650-616-2165**. An HPSM staff member can also find Weight Watchers® meetings near you.

Got Preteen Kids? Get Them the HPV Shot

Health experts say that preteen boys and girls should get the HPV vaccine. The shots protect children against genital warts and cancers caused by HPV infections.

- Shots can be given between the ages of 9 and 13 years old
- The first dose is routinely given at 11 to 12 years old
- The second dose should be given 6 to 12 months after the first dose
- Children who get shots less than 5 months apart need a third dose

What is HPV?

Human papillomavirus (HPV) is a group of more than 150 viruses. It is spread through sexual contact.

What are the signs of HPV?

The main sign that someone has HPV is genital warts. These warts often go away without any medical care. But sometimes they don't appear for years. That means some people pass HPV on to others without knowing.

What kinds of health problems does HPV cause?

In addition to genital warts, HPV can cause cancer. HPV infections can result in cancer of the cervix, vulva, vagina, penis or anus. It can also cause cancer in the throat, tongue and tonsils.

✉ Learn more at www.cdc.gov/hpv/parents/whatishpv.html

Fluoride Varnish: An easy way to fight child tooth decay

Tooth decay is the single most common childhood disease. Without intervention, it can cause mouth pain, infection, speech problems, poor school performance and tooth loss.

Fluoride varnish is an easy way to stop tooth decay in children. Your doctor may be able to put it on at their office. It takes less than three minutes to put on a child's teeth. It is safe for babies and toddlers, and works best if done right after the first teeth appear. HPSM covers fluoride varnish through Medi-Cal for children under six years of age.

✉ Ask your doctor to put fluoride varnish on your child's teeth.





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650-616-0050 • www.hpsm.org

WIN \$100
for losing weight

with **20 free**
Weight Watchers® classes

Flip to page 4 for details

Plus:



San Mateo is named
California's healthiest county



HPSM turns **30 years old in 2017**



Special gifts for
pregnant women & new moms



And more good stuff inside!