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From the desk of
Maya Altman,
HPSM CEO

HPSM Gets NCQA Accreditation

In September, the National Committee for Quality Assurance (NCQA) accredited HPSM’s Medi-Cal program.

NCQA accreditation is the health care industry’s “seal of approval.” It says that HPSM meets the highest quality standards. Going through the Accreditation process has made HPSM a better health plan. This lets us better help you—our valued members.

HPSM worked long and hard for NCQA Accreditation. But we are already working to get NCQA’s next level of Accreditation. This will help us be even better. Because that is our mission: to help our members live the healthiest lives possible.

Sincerely,



Maya Altman

Chief Executive Officer, HPSM



 *Learn more about NCQA Accreditation at www.ncqa.org.*

Special Messages for CareAdvantage Members

Don't Cancel Your Plan By Mistake

Each year from October 15 to Dec 7, Medicare members can choose a new healthcare plan if they want. So you will get ads in the mail from other healthcare companies. They want you to sign up for their Medicare Part D drug plan.

Be very careful before you sign up for one of these drug plans. Because if you do, you will lose your CareAdvantage plan!

CareAdvantage has a Medicare Part D plan that covers your drugs. If you like CareAdvantage and want to keep it, you don't need to do anything. Your plan will be renewed for 2018. But if you sign up for some other plan, you won't be a CareAdvantage member anymore. Then you would lose all your benefits, like:

- Free taxi rides to doctor's visits
- No- or low-cost drugs
- Eye care: \$100 every two years
- The live Nurse Advice Phone Line
- HPSM's more than 2,500 doctors
- Coverage outside of California

What if CareAdvantage no longer covers my drugs?

Read the CareAdvantage Drug Formulary and Annual Notice of Change (ANOC) that HPSM sent you. They will tell you if CareAdvantage will still cover your drugs in 2018. If not, call **1-866-880-0606** or **650-616-2174**. A CareAdvantage Navigator will help you figure out what to do.

Do you have family or friends who might like to join CareAdvantage?

Please have them call **1-888-252-3153** (toll-free) or **650-616-1500**. One of us will be happy to tell them about the plan. We can even meet them at a place of their choice.

*Your friendly neighborhood
HPSM CareAdvantage Sales Representatives*



Larry Rossow
License #OD96715



Karen Sturdevant
License #OC28703

Living Part-Time Outside of San Mateo County? Call HPSM

Will you live outside of San Mateo County for more than six months? If so, call HPSM and let us know your plans.

Medicare rules allow you to spend time living outside of San Mateo County. But it cannot be for more than six months in a row. If you are away longer, HPSM has to drop you from the CareAdvantage plan.

To keep your CareAdvantage plan up-to-date, call 1-866-880-0606 or 650-616-2174

A CareAdvantage Navigator will give you the help you need



Coming Soon—HPSM’s New Website!

HPSM is giving our website a makeover—and it is almost ready for launch! You will like the new www.hpsm.org because we’re designing it with your needs in mind. That means it will be:

Easy to use—You will be able to find what you need when you need it. Then you won’t have to spend extra time searching or calling Member Services.

Eye catching—You will also like the look of our new website. It will have lots of color, great graphics and more.

Cell phone friendly—We know that many HPSM members use their phone to access the internet. So our new website will look and work great on any device.

We plan to make the website public by early next year. Stay tuned for more details!

HPSM Celebrates 30 years—with Member Outreach Specialist Carmen Babasa

Carmen Babasa is HPSM’s Member Services Outreach Specialist. She started working here on September 30, 1987—two months before HPSM officially opened.

Carmen’s first job was launching HPSM’s outreach program. This was when HPSM offered San Mateo County’s first-ever Medi-Cal plan. Now, three decades later, Carmen is still meeting HPSM members

face-to-face. She leads new member orientations (in English, Spanish and Tagalog) and gives presentations.

Carmen also leads a rich life outside of work. She came to California from the Philippines in 1983, and lives in Daly City. She has a Bachelor’s degree in Education and taught ESL in Nigeria. She has worked for a Filipino news radio program, TV show and paper. She has

acted in local theater and helps out at her church.

Thank you Carmen for 30 years of helping HPSM’s members!



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.

Get Free Help to Quit Smoking

The California Smokers' Helpline helps smokers and other tobacco users quit—for free.

Phone counseling

A trained Helpline counselor will help you make a quit smoking plan. One-on-one Helpline counseling has been shown to double smokers' chances of quitting for good. The Helpline has counselors who speak your language. There is also special help if you chew tobacco, are pregnant, are a teen or use e-cigarettes.

Texting

The first few weeks of quitting are the hardest and most important for success. Signing up for daily text messages can help you quit smoking during this phase. The texts remind you to stay focused and not give in to cravings. You can also text questions to your counselor. They will get back to you in one business day.

Self-help reading

Knowing the dangers of smoking, and the rewards of quitting, can help you succeed. Get a free Quit Smoking packet mailed to you by calling the Helpline. You can also order or read this packet—and much more—at www.nobutts-catalog.org. The Helpline's self-help resources are available in many languages.

Nicotine patches

You may be able to get free nicotine patches if you:

- live with children under five years of age
- OR
- are an Asian-language speaker.

Call the Helpline to learn more.



For your health, for yourself, for your family—get help to quit smoking!

Start online at www.nobutts.org or call the Helpline:

- English: **1-800-NO-BUTTS (1-800-662-8887)**
- Chinese: **1-800-838-8917**
- Korean: **1-800-556-5564**
- Spanish: **1-800-45-NO-FUME (1-800-456-6386)**
- Vietnamese: **1-800-778-8440**
- Tobacco Chewers: **1-800-844-CHEW (1-800-844-2439)**

✉ *HPSM also covers several types of tobacco cessation aids. These include lozenges, gum, pills and patches. Make an appointment with your doctor to discuss which ones will work best for you.*

Pregnant or Planning to Get Pregnant? Get Healthy for Your Baby!

Whether you are pregnant or planning to get pregnant, it's never too early to start taking care of your body. Having healthy habits can help your baby be healthy. And if you want to get pregnant, they may help you get pregnant sooner. Here are some key steps:

Visit your doctor before you get pregnant. Your doctor can give you a check-up and answer any questions you have.

Get enough folic acid. Folic acid protects unborn babies from some birth defects. You can get the amount you need by eating certain foods and taking vitamins.

Foods High in Folic Acid

- Dark green leafy vegetables, like spinach and lettuce
- Broccoli and asparagus
- Oranges, pineapples, cantaloupes, bananas and avocados
- Beans and lentils
- Cereals, pasta and rice with added folic acid



Folic Acid Supplements

You may also need to take supplements to make sure you get enough folic acid. The most common recommended amount for pregnancy is 400 micrograms (mcg). But your doctor can tell you how much you need.

Stay at a Healthy weight. During pregnancy, you may need to gain or lose weight. You can do this through diet and exercise changes. Talk with your doctor.

Eat healthy food. Some good choices include fruits, vegetables, whole grain breads and lean meats.

Exercise every day. Try to be active even if you don't go to the gym. Walking is a good choice you can do with someone or by yourself.

Get your vaccines. Ask your doctor about vaccines to protect you and your baby.

Do not smoke, drink alcohol, take street drugs or abuse prescription drugs. All of these can hurt you and your baby. They can also make it harder to get pregnant.

✉ *If you are pregnant, join our Prenatal and Postpartum Gift Program. You'll receive gift cards for getting your checkups. To sign up, call HPSM at **650-616-2165**.*

Prevent Cervical Cancer By Getting a Pap Test

HPSM advises that women get a Pap test every three years starting at age 21. A Pap test screens for abnormal cell changes in the cervix. If these changes are not found and treated early, they may turn into cancer.

Get a Pap test if you:

- Are between 21 and 65 years old
- Haven't had a Pap test in the last three years

Don't wait for signs of cervical cancer to get a Pap test

Some signs can be unusual vaginal bleeding, discharge or pain. But this most often occurs only after cervical cancer has advanced.

Women who have had a hysterectomy (removal of uterus and ovaries) do not need Pap tests



Healthy is for everyone

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HPSM Gets NCQA Accreditation



See front page for details

Plus:



Special messages for
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Don't get sick:
Get a FREE flu shot



Want to quit smoking?
Call the Smokers' Helpline



And more inside!