

Health matters

**Health Plan
OF SAN MATEO**
Healthy is for everyone

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Questions?
Visit
hpsm.org

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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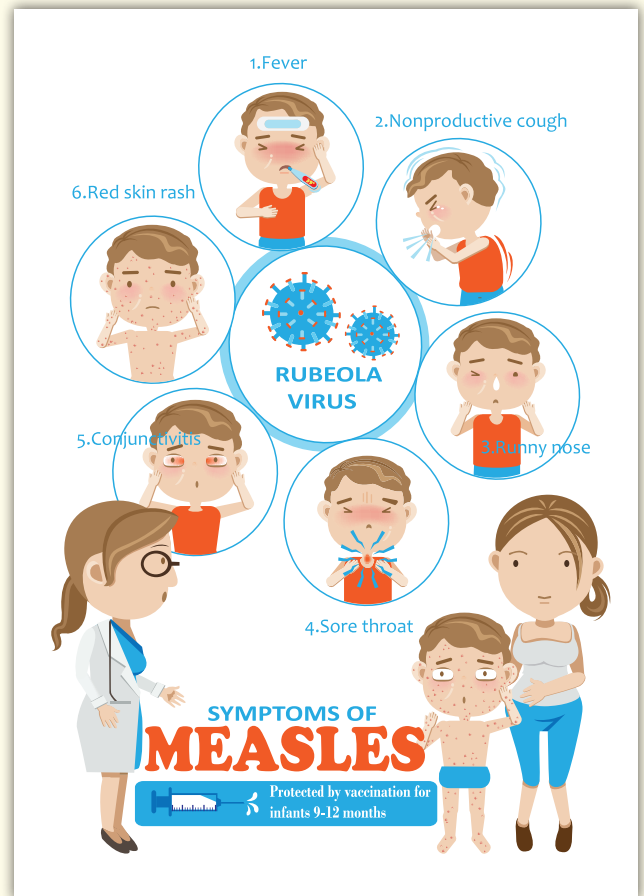
**Health Plan
OF SAN MATEO**
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Protect Your Family from the Measles

The U.S. is now having its largest measles outbreak in 27 years. Measles can make you and your children very sick. Children under five years old are in the most danger. About one out of five people who get measles are hospitalized. Some people even die from measles.

Take these three steps to protect your family's health

- ✓ **Get vaccinated** Anyone who has not had measles shots is in danger of getting sick. Ask your doctor if your and your children's shots are up-to-date. If not, get the shots so you don't get measles. Your child needs two doses best given at:
 - 1) 12 to 15 months of age and
 - 2) 4 to 6 years old
- ✓ **Watch for signs of measles** The main signs are high fever, cough and rash. The rash may include spots in the mouth. It usually starts on the face and spreads down the body.
- ✓ **Learn more** Visit the Centers for Disease Control website at www.cdc.gov/measles.



DID YOU KNOW?

San Mateo County is one of the most at-risk places for measles in the U.S.

That is because San Francisco International Airport is in the county. Measles is much more common in Europe, Asia and Africa. Travelers can bring measles back with them from other countries. **Be sure to vaccinate or check with your doctor before you travel.**



Census 2020: Be Counted!

There will be a census across the U.S. in 2020. It is vital that each person living in San Mateo County is counted. Funding for local programs is based on census data. So is the number of Congress members California gets. So when people don't take the census, programs lose money and people get less power.

Starting in March 2020, you will be able to fill out the census form online, over the phone or by mail. It is vital that you answer and include all people living in your home. The form is short and asks very basic questions. The data you give will be kept private. Visit www.smccensus.org to learn more.

HPSM's CareAdvantage Ranked #1 in Member Satisfaction Poll

In a recent University of California, San Francisco (UCSF) member satisfaction poll of Cal MediConnect (CMC) members, HPSM's CareAdvantage CMC program was ranked first among the seven counties with CMC plans. The UCSF evaluation results are based on phone surveys of CMC plan members over time. Since 2016, 10,000 CMC members in the seven participating counties have been periodically interviewed about their experiences with the program. The results showed that CareAdvantage members were the most likely to:

- Have a personal doctor
- Have the same doctor they had before joining CareAdvantage
- Be happy with their choice of doctors
- Be happy with their choice of hospitals (tied with San Bernadino County)
- Have the most In-Home Support Services (IHSS) hours (tied with Santa Clara County)

HPSM CEO Maya Altman said “The successful HPSM results show HPSM’s positive impact on our community and strengthen our role as a health care leader in the state. This kind of official recognition lets us know that we’re on the right track and I hope will encourage more people to join CareAdvantage.”

You can join CareAdvantage if you:

- Live in San Mateo County
- Have Medicare Parts A & B and
- Have full-scope Medi-Cal

To join CareAdvantage, call:

- **650-616-1500**
- Toll free: **1-888-252-3153**
- TTY: **1-800-735-2929** or dial **7-1-1**

To learn more, visit

www.hpsm.org/join-careadvantage

Get Things Done Anytime from Anywhere on Any Device

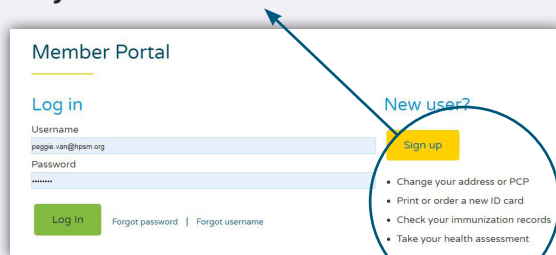
Check out HPSM's Member Portal – an online self-service feature that lets you:

Change your PCP

Order a new ID card

Change your address

Check your immunization records



To start using the Member Portal:

1. Go to www.hpsm.org and click the **Member Portal** button at the top right
2. Scroll down and click the **New user sign-up** button
3. Follow the sign-up instructions

If you need help creating your Member Portal account, call HealthTrio toll-free at **1-877-814-9909**

If you have questions about your benefits or the information on the Member Portal, call HPSM

CareAdvantage members

Call **1-866-880-0606** or **650-616-2174**
Monday–Sunday 8:00 a.m. to 8:00 p.m.

Members of all other plans

Call **1-800-750-4776** or **650-616-2133**
Monday–Friday 8:00 a.m. to 6:00 p.m.
TTY: **1-800-735-2929** or dial **7-1-1**

Get Free Help to Quit Smoking

Did you know that most smokers die 10 years sooner than nonsmokers?

If you smoke, quitting is one of the best ways to help your health. Smoking is also very dangerous for people with hypertension (high blood pressure) or women who are pregnant. Quitting can also make those around you healthier because secondhand smoke has the same health dangers. Secondhand smoke is very unsafe for children and pregnant women.

How is heart disease connected to smoking?

- Smoking increases the risk of getting heart disease
- Heart disease is the leading cause of death in the U.S.

Vaping is also harmful

Some people think that vaping is safer than smoking. But researchers still don't know the long-term health results of vaping. Most e-cigarettes have nicotine, which is very addictive and bad for your health. Learn more at www.hpsm.org/vaping.



Get help with quitting

HPSM covers lozenges, gum, pills and patches. Ask your primary care provider which ones will work best for you.

The California Smokers' Helpline

offers free support through phone coaching and a texting program with daily reminders. They also have useful info at www.nobutts.org. Call to get help and a free info packet in the mail.

- 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)**

Three Ways to Fight the Flu & Stay Healthy!



Get the flu shot!

Why should I get a flu shot?

1

The flu shot reduces your chances of getting sick. If you don't get the flu, you can't spread it to your family. No fever, cough, sore throat or runny nose!

How do I get a flu shot?

HPSM makes getting your flu shot easy – and free! Just visit your primary care provider or local pharmacy. Be sure to bring your HPSM Member ID with you.

If you think you or your child may have the flu, call HPSM's Nurse Advice Line before going to the emergency room

1-833-846-8773

Stop germs from spreading!

2

- Wash your hands often with soap
- Try to avoid contact with sick people
- Cover your nose and mouth with a tissue when you sneeze, then throw the tissue away

Stay home if you are sick!

3

Your fever should go away without the need for fever-reducing medicine. Even when your fever is gone, it is best to stay home for at least 24 hours (except to get medical care).

Ask your primary care provider (doctor, nurse practitioner or physician assistant) about other shots, too!

The pneumonia shot is usually given at least twice in a person's life. Ask your primary care provider if you need a shot. You can get the shot from your primary care provider or pharmacy.

Get the Cancer Tests You Need – But *Don't* Get Scammed!

HPSM's Health Education department is going to call some members to recommend breast cancer and cervical cancer screenings. Your HPSM network doctor or clinic may also call you to recommend other tests, such as colorectal cancer screenings. These tests are vital for your health, as they can identify cancer early, making treatment far more effective. If you get a call from HPSM or one of your providers, we strongly encourage you to get the tests they recommend.

But be aware that there are companies that try to scam people into getting “free” genetic or cancer testing. The catch is, these tests aren't free, and can cost you thousands of dollars because Medicare will only pay for tests ordered by your doctor or clinic. So if someone other than HPSM, your doctor or your clinic offers you free testing, **SAY NO**.

How the scam often works

- 1 Scammers may call you on the phone, or visit you at a senior center or housing complex. They may even invite you to an “ice cream social” or some other event.
- 2 They will claim that these tests are “free,” and offer you a genetic testing kit. They will tell you to complete the kit, write in your Medicare and Social Security numbers and mail it out.
- 3 They bill Medicare for the tests, but Medicare will not pay because your doctor did not order them. You may then have to pay the bill. Plus, the scammers could use your private data to commit other scams.

How to tell HPSM calls from scammers

- 1 HPSM will call to remind you to get a cancer screening when it is due.
- 2 HPSM will tell you if a cancer screening is covered by your HPSM benefits. HPSM will not say “we offer free cancer and genetic screenings” during our calls.
- 3) During a call, HPSM's Health Education department will only check your mailing address and date of birth.

Stop the scammers!

1. **SAY NO** to anyone who offers you “free” genetic or cancer testing. Then call the California Senior Medicare Patrol at **1-855-613-7080** to report them.
2. *Never* give your Medicare or Social Security numbers or your DNA to anyone that you suspect could abuse it.
3. *Check* your Medicare statements for suspicious charges.

Learn more at
www.cahealthadvocates.org

If you think you may need genetic or cancer testing, ask your doctor

HPSM's Healthy Kids Moving to Medi-Cal

On October 1st, HPSM's Healthy Kids HMO program will end. Most Healthy Kids members will then be moved into our Medi-Cal plan. Medi-Cal covers almost exactly the same services as Healthy Kids. For details, visit www.hpsm.org/healthy-kids-move-to-medi-cal.



Get a Routine Mammogram and Pap Test to Help you Stay Healthy

It is recommended that all women get routine mammograms and Pap tests. These tests can find early signs of cancer in healthy women who don't have symptoms. A mammogram is a screening test that is used to find changes in the breasts, before a lump can be felt. A Pap smear is a screening test that collects cells from the cervix and checks for abnormal growth. Getting both tests on a regular schedule can find cancer early. The earlier cancer is found, the better treatment works.

When should I start getting routine Pap tests?

HPSM recommends that:

- Women start getting Pap tests at age 21
- After the first Pap test, women get tested every three years until age 64

Talk to your doctor about what age to start getting routine mammograms

When to start getting routine mammograms is an individual decision you should make with your doctor. Some women start routine mammograms in their 40s. Others start at age 50.

Starting at age 40:

- Talk to your doctor about when to start getting routine mammograms
- After your first mammogram, get tested every one or two years until age 74

Where can I get a mammogram?

Your doctor will refer you to a radiology/imaging center in your area. Radiology/imaging centers are medical centers or departments where mammograms are given. You can also look on HPSM's website for a listing of radiology/imaging centers and information about their referral and scheduling requirements.



Women under age 25: Get a Chlamydia test once a year

Chlamydia is a sexually transmitted bacteria that infects the cervix. Chlamydia makes it hard to become pregnant. If you are sexually active, ask your doctor about getting routine Chlamydia tests. Chlamydia is easy to cure with proper care.