

# Health *matters*

SPRING 2020 *Mat Thomas—Editor | Peggie Van—Designer*

## IN THIS ISSUE

- 2 GET HEALTH COACHING — WITH HPSM CARE MANAGEMENT
- 2 ANSWER THE CALL FOR THE HRA SURVEY
- 2 HEALTH TIPS AT YOUR FINGERTIPS!
- 3 LIVING WITH DIABETES: MONITOR YOUR BLOOD SUGAR
- 3 DON'T SPEAK YOUR DOCTOR'S LANGUAGE? HPSM CAN HELP
- 4 BABY + ME — PRENATAL & POSTPARTUM CARE PROGRAM
- 6 UNDOCUMENTED? YOU CAN STILL USE HPSM BENEFITS
- 7 FILL OUT THE CENSUS — IT'S EASY, SIMPLE & SAFE
- 7 MEMBER STORY SPOTLIGHT
- 7 ACE FEE WAIVER MEMBERS AGES 19-25 NOW HAVE MEDI-CAL
- 8 MAKE YOUR HEALTH CARE EASIER WITH CAREADVANTAGE
- 8 HOME-BASED ASSESSMENTS BY MATRIX



Visit our website!  
[www.hpsm.org](http://www.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.

PREST STD  
U.S. POSTAGE  
**PAID**  
HPSM

Health Plan  
OF SAN MATEO  
Healthy is for everyone  
801 Gateway Blvd., Suite 100  
South San Francisco, CA 94080  
650-616-0050 • [www.hpsm.org](http://www.hpsm.org)

# GET HEALTH COACHING — WITH HPSM CARE MANAGEMENT

Want help meeting your health goals? Then enroll in HPSM's Care Management program. This free service gets you, your doctor and HPSM all working together. It provides focus and support to help you reach your health goals.

## How HPSM's Care Management program works

When you join the Care Management program, you are assigned an HPSM Case Manager. They then call you to:

- Help you solve problems that keep you from meeting your health goals
- Educate you about managing your health issues and good self-care
- Connect you with resources and programs that can help
- Encourage you to follow your treatment plan and complete necessary health assessments
- Support you and your family when faced with complex medical conditions or critical events

Your Case Manager also talks with your doctor to get their ideas and input. You and your doctor can say yes or no to any suggestions your Case Manager makes.

**Any HPSM member can join HPSM's Care Management program.** Family members and authorized representatives can also refer members in their care to the program. To learn more, call **650-616-2060** Monday through Friday, 8am to 5pm. TTY users: call **1-800-735-2929** or dial **7-1-1**.

## ANSWER THE CALL FOR THE HRA SURVEY

As your health plan, HPSM wants to make sure you get high-quality health care that meets your needs. To do this, we need to know what your current health care goals are.

HPSM partners with a company called Independent Living Systems (ILS) to get this information. ILS will call you to complete a confidential Health Risk Assessment (HRA) survey. You may also ask to get the survey by mail.

If you need help with or have questions about the HRA survey, call **888-234-6403** (toll free) or **650-227-4670** between 8am and 5pm.



## HEALTH TIPS AT YOUR FINGERTIPS!

HPSM's Health Education Guide covers a wide variety of information, tips and resources! Be sure to check out our new *Teen Health* and *LGBTQ+ Health* landing pages!

Visit HPSM's Health Education Guide online at [www.hpsm.org/health-tips](http://www.hpsm.org/health-tips)



# LIVING WITH DIABETES: MONITOR YOUR BLOOD SUGAR

Regular blood sugar monitoring is one of the most important things you can do to manage your diabetes. Monitoring your blood sugar can help you see what makes your blood sugar level go up or down, such as eating different foods, taking your medicine or being physically active. There are two ways that you can measure blood sugar:

## Blood sugar checks

You do these checks with a blood sugar meter. The numbers tell you your blood sugar level at the time that you test. Your health care provider will tell you when and how often to check your blood sugar level.

## A1C test

The test is done in a lab or at your health care provider's office. An A1C test measures your average blood sugar level over the past three months. You may need to do this test more often if your last A1C test result was higher than 8.

Keeping your blood sugar under control can reduce your risk of heart disease, vision loss, kidney disease and other diabetes-related complications. Work with your health care provider to set blood sugar targets and an A1C goal that is right for you.

## Other ways to stay healthy

- See your health care provider regularly and ask how you can best manage your diabetes.
- Get regular exercise. It is recommended to get at least 2½ hours of exercise per week. Talk with your health care provider before starting a new exercise routine. To learn more, visit the Centers for Disease Control website at [www.cdc.gov/diabetes/managing/active.html](http://www.cdc.gov/diabetes/managing/active.html).
- Eat healthy foods that give you the nutrition that you need. To learn more, visit the Centers for Disease Control website at [www.cdc.gov/diabetes/managing/eat-well.html](http://www.cdc.gov/diabetes/managing/eat-well.html).

## DON'T SPEAK YOUR DOCTOR'S LANGUAGE? HPSM CAN HELP

HPSM offers telephonic interpreter services for all routine visits at no cost to you. Our telephone interpreters are available 24 hours a day, 7 days a week. They speak over 200 languages – including Spanish, Chinese, Russian and Tagalog. All you need to do is ask your doctor's office to call the interpreter service during your visit. When your doctor calls the service, an interpreter will get on the phone.

It is better to have an interpreter translate for you **instead of family or friends** because they are:

- Trained to understand complex health information
- Experts at translating one language into another
- Legally bound to protect your privacy

In special cases, an in-person interpreter can go to the visit with you. To learn more, please call us.

- Medi-Cal, HealthWorx and ACE members: **650-616-2133**
- CareAdvantage members: **650-616-2174**
- TTY: **1-800-735-2929** or dial **7-1-1**

## Need an American Sign Language (ASL) interpreter?



HPSM will provide an ASL interpreter to go with you to your doctor's visits at no cost to you. Just call the numbers above and ask for an ASL interpreter for your doctor's visit. Please call at least **five days** before your doctor's visit.



# Baby + Me

**HPSM is excited to introduce Baby + Me – our new prenatal and postpartum care program!** Baby + Me promotes timely maternal and child care, as well as comprehensive health for mother and infant, from the beginning of pregnancy to birth and beyond.

Below is an overview of Baby + Me that explains the roles HPSM and providers play to ensure you get the best care during this important time



Prenatal/postpartum treatment timeline	 <b>0 to 12 weeks prenatal</b>	 <b>13 to 28 weeks prenatal</b>
<b>THE ROAD TO A HEALTHY</b>		
<b>Recommended visit frequency</b>	Prenatal visits every 4 weeks until 28 weeks	Prenatal visits every 2 weeks from 28-36 weeks
<b>What to expect at your provider's office</b>	<ul style="list-style-type: none"> <li>• Detailed health history</li> <li>• Vital signs, weight assessment, blood pressure check, measurement of uterus size, fetal heart rate check, etc.</li> <li>• Maternal mental health screening</li> <li>• Ultrasound and prenatal blood testing</li> <li>• Calculation of estimated due date</li> </ul>	<ul style="list-style-type: none"> <li>• Genetic testing (if desired)</li> <li>• Learn to monitor baby's movements</li> <li>• Fetal anatomy scan (16-20 weeks)</li> <li>• Mental health history and depression screening (if not previously done)</li> <li>• Gestational diabetes testing (24-28 weeks)</li> <li>• Nutrition and weight gain counselling</li> </ul>
<b>Services provided by HPSM's Baby + Me program</b>	Attend 1 prenatal appointment between 0 to 12 weeks and get a \$50 Target GiftCard™	<ul style="list-style-type: none"> <li>• Information on community programs that provide support during and after pregnancy around nutrition, mental health (such as depression or anxiety) and parenting</li> <li>• Information on breast feeding resources, such as breast pump information (if needed)</li> <li>• Healthy eating tips</li> </ul>

If you have specific questions about the Baby + Me program or other health



## Your provider and your health plan play a vital role in Baby + Me

- If you are pregnant, please enroll by visiting [www.hpsm.org/babyandme](http://www.hpsm.org/babyandme). You can earn up to \$100 in Target GiftCards™ for attending one prenatal appointment (1-12 weeks of becoming pregnant) and one postpartum appointment (1-12 weeks after delivery).
- Your doctor and HPSM will work together to ensure you and your baby get the best chance at a healthy start in life! *(The recommendations on visit frequency below are for low-risk pregnancies only.)*

 <p><b>29 to 40 weeks prenatal</b> (to delivery)</p>	 <p><b>1 to 3 weeks postpartum</b></p>	<p><b>3 to 8 weeks postpartum</b></p>	<p><b>Well baby checks (6 visits in the first 15 months of life)</b></p> 
--	---	---------------------------------------	--

# PREGNANCY, BIRTH & BABY! = = = = =

<p>Prenatal visits every week after 36 weeks</p>	<ul style="list-style-type: none"> <li>• C-section incision check (if needed)</li> <li>• Postpartum for high-risk deliveries check (if needed)</li> </ul>	<p>Postpartum visit</p>	<ul style="list-style-type: none"> <li>• 6 well child visits</li> <li>• Immunizations</li> </ul>
<ul style="list-style-type: none"> <li>• Group B vaginal strep test (35-37 weeks)</li> <li>• Blood pressure and urine check</li> <li>• Tdap vaccine</li> <li>• Discussion of the signs and symptoms of labor</li> <li>• Possible vaginal exam to check for vaginal dilation</li> </ul>	<ul style="list-style-type: none"> <li>• Pelvic exam</li> <li>• Nutrition, exercise and breast feeding education</li> <li>• Maternal mental health screening</li> <li>• Pap smear (if needed)</li> <li>• Family planning information</li> </ul>	<p>Well baby checks include:</p> <ul style="list-style-type: none"> <li>• Health history</li> <li>• Physical development history</li> <li>• Mental development history</li> <li>• Physical exam</li> <li>• Lead screening</li> <li>• Anticipatory guidance</li> </ul> <p><b>⚠ Please remember that your child needs well visits at newborn, 1 month, 2 months, 6 months, 9 months, 12 months &amp; 15 months of age</b></p>	<ul style="list-style-type: none"> <li>• Information on what to expect at your prenatal and postpartum visits</li> <li>• Resources on gestational diabetes, C-section rates and tobacco cessation (as needed)</li> <li>• Health education material on C-sections and VBACs (if appropriate)</li> <li>• Breast feeding and nutrition information (if required)</li> </ul>
<ul style="list-style-type: none"> <li>• Information on what to expect at your prenatal and postpartum visits</li> <li>• Resources on gestational diabetes, C-section rates and tobacco cessation (as needed)</li> <li>• Health education material on C-sections and VBACs (if appropriate)</li> <li>• Breast feeding and nutrition information (if required)</li> </ul>	<ul style="list-style-type: none"> <li>• Attend a postpartum appointment between 1-12 weeks after delivery and get a \$50 Target GiftCard™</li> <li>• List of lactation consultants to help you with breast feeding (if needed)</li> </ul>	<ul style="list-style-type: none"> <li>• Information on what to expect at each well child visit</li> <li>• Immunization schedule for your child</li> <li>• Immunization reminders to ensure your child receives their immunizations on time</li> <li>• Referrals to nutritional resources, parenting classes, mom groups, etc. (if interested)</li> </ul>	<ul style="list-style-type: none"> <li>• Information on what to expect at each well child visit</li> <li>• Immunization schedule for your child</li> <li>• Immunization reminders to ensure your child receives their immunizations on time</li> <li>• Referrals to nutritional resources, parenting classes, mom groups, etc. (if interested)</li> </ul>

For more education materials, call HPSM's Health Education Unit at **650-616-2165**

# UNDOCUMENTED? YOU CAN STILL USE HPSM BENEFITS

If you are an undocumented immigrant, you may have heard of public charge. This rule lets the U.S. government deny applications for certain visas. This may happen if the person is considered likely to depend on certain public programs.

But you can still legally use HPSM benefits because public charge:

- 1) Does not apply to most immigrants
- 2) Only pertains to a very limited set of benefits

You will *not* be reported to immigration enforcement for using any HPSM services!

## 3 things to know about public charge

### 1) Regarding applications for lawful permanent residence (a green card):

#### If your immigration interview is in the U.S.

- Public charge does not apply to any benefits that HPSM offers to undocumented members (except long-term care).
- Benefits used by family members don't count.

#### If your immigration interview is outside of the U.S. (at a U.S. Consulate)

- Right now, the consulate can ask about any benefits, but they are mostly looking at income.
- The US consulate is expected to soon limit the health benefits that count in the U.S. to federally funded Medi-Cal for non-emergency/pregnancy care. *This won't affect you because HPSM's Medi-Cal benefits for undocumented members are state funded.*

#### If you are not planning to file for a green card in the near future, there is no public charge test

- Undocumented members are only eligible for state funded medical benefits. Public charge rules should not include these benefits, regardless of where you interview or if you apply for a green card many years from now.
- Your health and income will be more important in the future than using HPSM benefits right now.

### 2) It does *not* affect people who apply for:

U.S. citizenship

Asylum

Refugee status

Special Immigrant Juvenile (SIJ) status

Temporary Protected Status (TPS)

Violence Against Women Act (VAWA) protection

U or T visas or green cards based on them

Deferred Action for Childhood Arrivals (DACA) renewals

Green card renewals

### 3) The test *only* looks at some public help

**that you get.** Public charge also takes your situation into account. It looks at items such as health, age, work, skills, schooling and family/ sponsor earnings.

Learn more about public charge at [www.thelibreproject.org](http://www.thelibreproject.org), such as:

- Whether and how the rule affects you
- Helpful local resources
- Who to contact for legal help

## FILL OUT THE CENSUS — IT'S EASY, SIMPLE & SAFE

The national census is around the corner! In mid-March you will receive a letter in the mail with instructions on how to fill out the census. You can fill it out online, by mail or over the phone in different languages. The census form will have only basic questions (such as name, age, sex and race/ethnicity). **It will not ask about citizenship or immigration status.** It is easy, simple and safe to fill out.

Make sure someone in your home fills out the form. Everyone living there should be counted, whether related or not, of all ages. Don't forget babies! This is required by law. If your household does not fill it out by the end of April, the Census Bureau will send workers to your home to gather the information in person.



If you have questions or need help filling out the form, visit [www.smccensus.org](http://www.smccensus.org)

## MEMBER STORY SPOTLIGHT

KOJO: FROM HOMELESS & SICK TO HOUSED & HEALTHY



HPSM is proud of the work we do to help people get and stay healthy. Our member stories highlight some of the people we've served – and the HPSM special programs that help them.

We have 11 member stories so far. Five of them are about HPSM's **Community Care Settings Program (CCSP)**. Since 2014, CCSP has helped more than 150 people move from long-term care back into the community.

Our newest story is about a man named Kojo. For more than 10 years, he was sick and living on the streets of San Francisco. But with the help of HPSM and CCSP, Kojo got the health care he needed and a place to call home.

**Read Kojo's full story** and all of our member stories at [www.hpsm.org/member-stories](http://www.hpsm.org/member-stories)

**Learn more about CCSP** at [www.hpsm.org/ccsp](http://www.hpsm.org/ccsp)

## ACE FEE WAIVER MEMBERS AGES 19-25 NOW HAVE HPSM MEDI-CAL

On February 1st, 2020, ACE Fee Waiver program members ages 19 to 25 became full scope HPSM Medi-Cal members. This group of about 2,000 members includes undocumented immigrants. That is because Governor Newsom signed a measure in July 2019. It made California the first state to give state-sponsored health care to undocumented young adults. This is in line with HPSM's core value that *Healthy is for Everyone*.

Members who want to learn about their Medi-Cal benefits can visit [www.hpsm.org/medi-cal](http://www.hpsm.org/medi-cal)

# MAKE YOUR HEALTH CARE EASIER WITH CAREADVANTAGE

## Cal Mediconnect (CMC) Medicare-Medicaid Plan

Turning 65? You're eligible to enroll in HPSM's CareAdvantage program! CareAdvantage can help make your health care easier by combining your Medicare and Medi-Cal benefits together into a single plan!



**No premiums or deductibles** for doctor visits, hospital visits, tests and more



**Vision care** including a free annual exam and \$100 towards glasses or contacts every other year



**Low or no co-pays** for prescription drug coverage



**Free transportation** to and from health care appointments

## To learn more or enroll

call our CareAdvantage Medicare Specialists at **650-616-1500**  
(TTY users, dial **1-800-735-2929** or **7-1-1**)

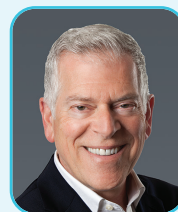
These professionally licensed health insurance advisors are available Monday through Friday from 9am to 6pm



**Karen Sturdevant**  
CA License # 0C28703



**Hugo Peña**  
CA License # 4027979  
*Hablo Español*



**Joe D'Aura**  
CA License # 0C68684

## HOME-BASED ASSESSMENTS BY MATRIX

HPSM partners with Matrix Medical Network to offer free home-based health assessments to eligible CareAdvantage members. The visit is voluntary and takes about an hour. Licensed Matrix nurse practitioners (NPs) will visit you at your home for about an hour. With the visit you get:

Answers to your health-related questions

Suggestions for important screenings

A complete wellness exam

A full review of the medicine you take

### CareAdvantage members

If you are eligible for this program, you will get a letter from Matrix. Then they will call you a few days later to plan a visit.

Matrix shares the results with you, your doctor and HPSM. This program does not replace or change any of the care your doctor gives you. HPSM also uses the results to suggest other helpful HPSM programs you can join.