

HEALTHmattersMD

HPSM's quarterly newsletter to update network providers on policy changes, regulatory requirements and best practices

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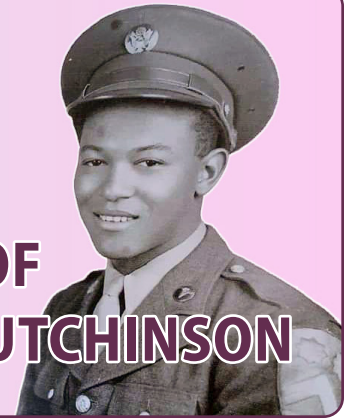
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IN MEMORY OF DR. JAMES HUTCHINSON, 1922-2021

On May 26, 2021, a longtime member of HPSM's provider network and a leading light in our San Mateo Community, Dr. James Hutchinson, passed away. It is hard to capture in words what he meant to our community and to the practice of medicine. At the age of 98, Dr. Hutchinson was still actively practicing, caring for HPSM members, and inspiring future generations of clinicians.

Much has been said about Dr. Hutchinson's career and his legacy. He was the first African American doctor to open a medical practice in San Mateo County, overcoming steep challenges and racist legal restrictions to do so. Born in Shreveport, Louisiana, Dr. Hutchinson's journey took him to Europe, the Middle East and finally California. He served as President of the San Mateo Branch NAACP, working to establish the NAACP Credit Union. He helped to found Planned Parenthood, the Bay Area Urban League and the substance abuse treatment program Project 90.

He was also a long-time member of HPSM's Physician Advisory Group, helping shape policies and decisions to improve access to healthcare for HPSM's members.

In 2019, Dr. Hutchinson published a collection of essays about his life. One excerpt of his writing reflecting on his work with the San Mateo NAACP stands out, as we reflect on his life:

*"Our goals, our tasks may not have been
as formidable or earthshaking as Birmingham or Little Rock,
but each journey short, long or
successful raises the least of us
to the hills from whence cometh our help.
We have seen the worst and best of America in
these momentous years, and pray that the best is yet to come."*

Dr. Hutchinson will be greatly missed. If you have a story, memory or photos of Dr. Hutchinson you would like to share as part of a tribute to his life, please email these to Richard.MooreM.D@hpsm.org so we may collect these for a publication honoring his legacy.



Photo credit: Dr. Richard Moore, May 2019.

The San Mateo County Medical Association established the James Hutchinson Award for Diversity and Inclusion in Medicine in 2019. SMCMA's President, Dr. Richard Moore, presented the award to Dr. Hutchinson as its first recipient at an event attended by colleagues, friends, family and supporters. Read more about Dr. Hutchinson's legacy (<https://tinyurl.com/2zpfm6pz>) and his life in his own words (<https://tinyurl.com/yjjc3k54>).

GOT MEDICARE/MEDI-CAL QUESTIONS? GET ANSWERS FROM THE EXPERTS!

CareAdvantage Cal MediConnect (CMC) is HPSM's Medicare-Medicaid plan. In addition to offering more benefits than Medi-Cal alone, CareAdvantage makes members' health care easier by combining Medi-Cal and Medicare into one local health care plan. This also simplifies billing for providers who treat CareAdvantage members.

As licensed health insurance brokers, HPSM's CareAdvantage Medicare Specialists educate eligible members about how the plan will better meet their specific health care needs. They can also answer any questions you and your staff have about CareAdvantage, such as:

What benefits does Medicare provide?

How do Medicare and Medi-Cal work together?

How does the plan help providers and patients?

To schedule a video call

with an HPSM CareAdvantage Medicare Specialist

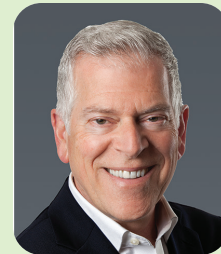
call **650-616-2512**



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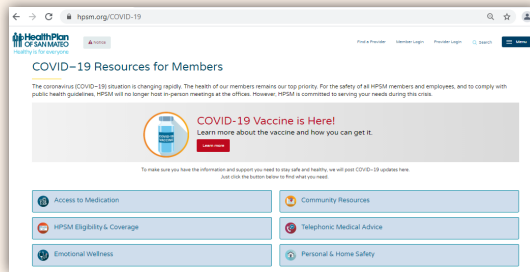
Joe D'Aura
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When COVID-19 pandemic restrictions are lifted, HPSM's CareAdvantage Medicare Specialists can visit your office in person. They can also bring brochures, benefit handbooks and other print materials for your staff and patients. In the meantime, to order any CareAdvantage print materials, please email CustomerSupport@hpsm.org.

PROVIDER RESOURCES

NEW WEBSITE RESOURCES FOR PROVIDERS

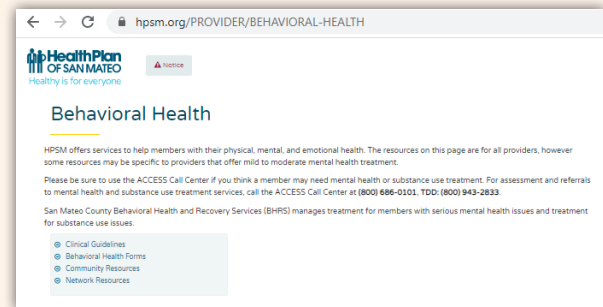
✓ COVID-19 VACCINATION INFORMATION — [HPSM.ORG/COVID-19](https://hpsm.org/COVID-19)



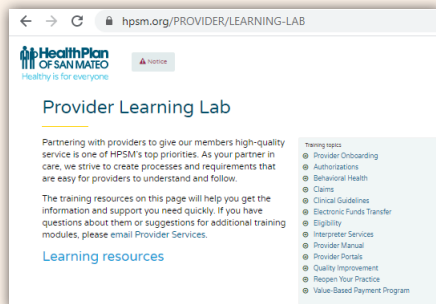
As a provider, you play a crucial role in helping to build your patients' vaccine confidence by answering their questions or concerns. HPSM has compiled resources and FAQs to help you and your staff communicate with your patients about COVID-19 vaccines. Visit this page to get printable resources for your practice.

✓ BEHAVIORAL HEALTH PAGE — [HPSM.ORG/PROVIDER/BEHAVIORAL-HEALTH](https://hpsm.org/PROVIDER/BEHAVIORAL-HEALTH)

HPSM benefits cover many behavioral health services. HPSM members can access services for mild or moderate needs through our direct network of therapists and other providers, and can receive services for more acute needs through San Mateo County Behavioral Health and Recovery Services. Learn more about clinical guidelines and referral resources here.



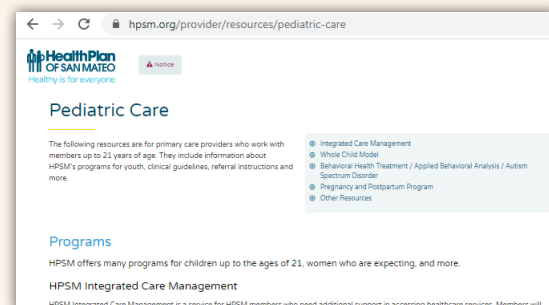
✓ LEARNING LAB — [HPSM.ORG/PROVIDER/LEARNING-LAB](https://hpsm.org/PROVIDER/LEARNING-LAB)



New to working with HPSM, managed care, or Medi-Cal populations? Our new Learning Lab will help you get the information and support you need quickly. New resources are being added every month, so make sure you bookmark this one.

✓ PEDIATRIC CARE RESOURCES — [HPSM.ORG/PEDIATRIC-CARE](https://hpsm.org/PROVIDER/RESOURCES/PEDIATRIC-CARE)

Do you work with members age 21 and younger? These pediatric health resources help PCPs coordinate services for children with special health care needs. We collaborated with network PCPs and community partners on these critical referral forms and guides to make referring complex members easier.

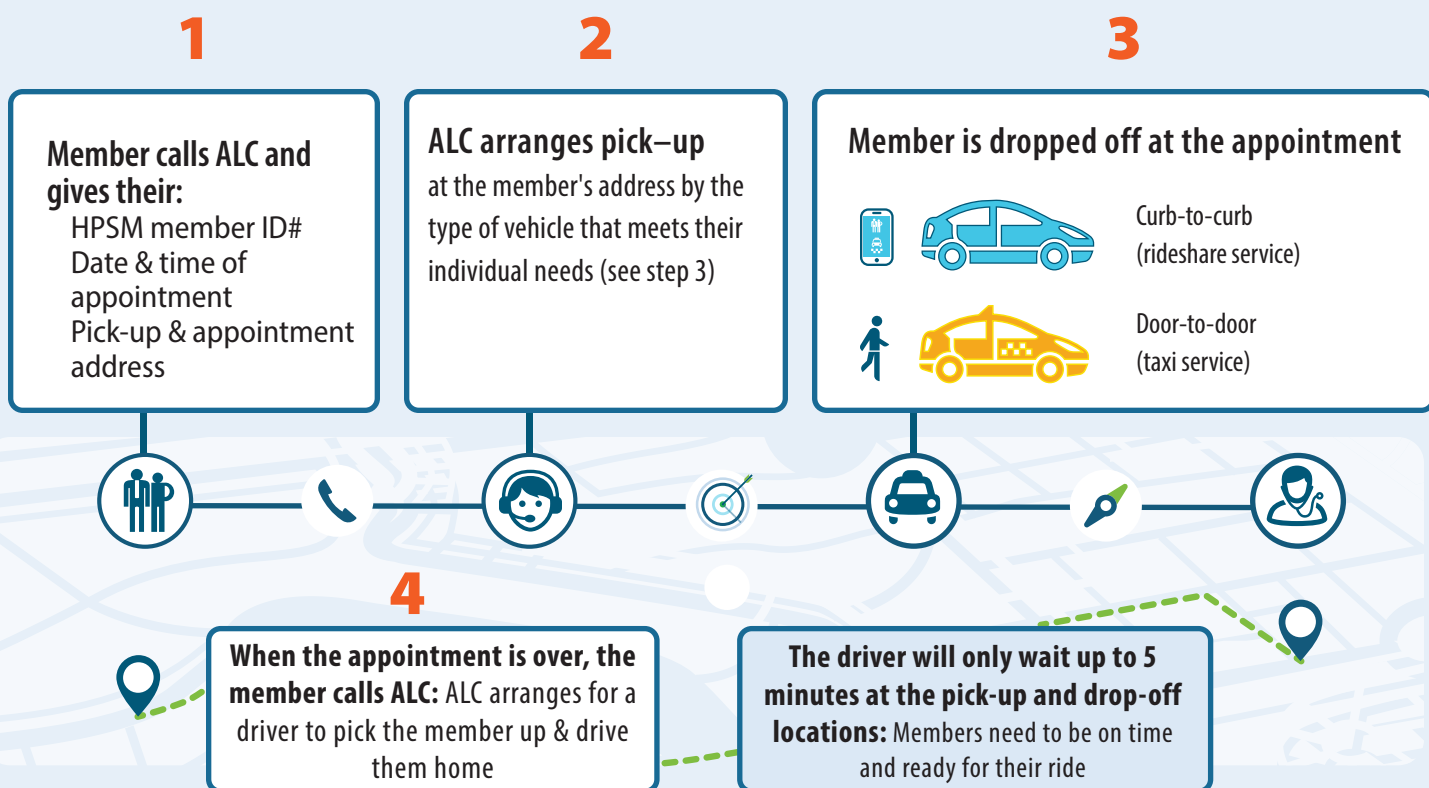


NO-COST TRANSPORTATION TO HEALTH CARE VISITS WITH HPSM'S RIDE BENEFIT

Do your patients have trouble getting to appointments? Medi-Cal and CareAdvantage members who have no means of transportation to approved health care visits can use HPSM's Ride Benefit. Approved health care visits include medical, pharmacy, dental, mental health and substance use disorder appointments covered under Medi-Cal. Rides to non-healthcare services (such as schools, gyms, government offices, grocery stores, etc.) are *not* covered.

HPSM's ride provider is American Logistics Company (ALC). All ride requests must go through ALC.

How HPSM's ride service works





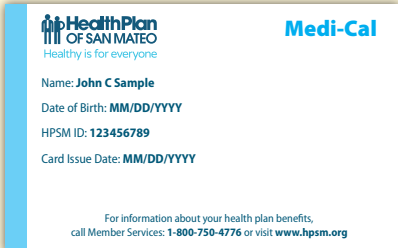

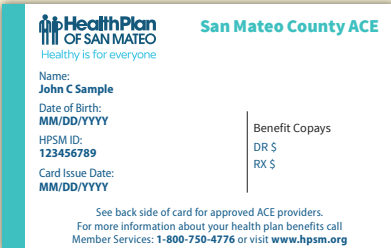
Visit hpsm.org/rides for details, including rules, full instructions, ALC phone numbers and frequently asked questions

PROVIDER RESOURCES

NEW SUPPORT RESOURCES FOR HPSM MEMBERS

NEW MEMBER ID CARDS

On July 1st, 2021, HPSM introduced new ID cards for Medi-Cal, HealthWorx and ACE members. These will be sent to new members and members who request replacement cards. Members can use either the old or new cards to receive services. The main difference is that the old ID cards listed the name of the member's PCP and the new cards do not. Medi-Cal and HealthWorx members can find out who their PCP is by logging in to the member portal or calling Member Services. ACE members just need to call Member Services. CareAdvantage members will continue to have their PCP's name listed on their ID cards.

	Medi-Cal	HealthWorx	ACE
Old ID cards	 <p>HealthPlan OF SAN MATEO Healthy is for everyone www.hpsm.org</p> <p>Member: [Redacted] DOB: [Redacted]</p> <p>Medi-Cal ID: [Redacted] Assigned to PCP as of: [Redacted]</p> <p>Group Plan (80840): 7740 283 982 PCP: [Redacted] HPSM Member as of: Medicare</p> <p>HPSM Member Services: 1-800-750-4776</p>	 <p>HealthPlan OF SAN MATEO Healthy is for everyone www.hpsm.org</p> <p>Member: [Redacted] DOB: [Redacted]</p> <p>HealthWorx HMO ID: [Redacted] Assigned to PCP as of: [Redacted]</p> <p>Group Plan (80840): 7740 283 982 PCP: [Redacted] HPSM Member as of: [Redacted]</p> <p>HPSM Member Services: 1-800-750-4776</p>	 <p>HealthPlan OF SAN MATEO Healthy is for everyone www.hpsm.org</p> <p>Member: [Redacted] DOB: [Redacted]</p> <p>ACE ID: [Redacted] Assigned to PCP as of: [Redacted]</p> <p>Group Plan (80840): 7740 283 982 PCP: [Redacted] HPSM Member as of: DR\$ RX\$</p> <p>HPSM Member Services: 1-800-750-4776. Services are limited to the San Mateo Medical Center (SMCC) hospital and clinic system, Ravenswood or NEMS, except with prior authorization. Emergency services are only covered at SMCC.</p>
New ID cards	 <p>HealthPlan OF SAN MATEO Healthy is for everyone www.hpsm.org</p> <p>Name: John C Sample</p> <p>Date of Birth: MM/DD/YYYY</p> <p>HPSM ID: 123456789</p> <p>Card Issue Date: MM/DD/YYYY</p> <p>For information about your health plan benefits, call Member Services: 1-800-750-4776 or visit www.hpsm.org</p>	 <p>HealthPlan OF SAN MATEO Healthy is for everyone www.hpsm.org</p> <p>Name: John C Sample</p> <p>Date of Birth: MM/DD/YYYY</p> <p>HPSM ID: 123456789</p> <p>Card Issue Date: MM/DD/YYYY</p> <p>For more information about your health plan benefits, call Member Services: 1-800-750-4776 or visit www.hpsm.org</p>	 <p>HealthPlan OF SAN MATEO Healthy is for everyone www.hpsm.org</p> <p>Name: John C Sample</p> <p>Date of Birth: MM/DD/YYYY</p> <p>HPSM ID: 123456789</p> <p>Card Issue Date: MM/DD/YYYY</p> <p>Benefit Copays: DR \$ RX \$</p> <p>See back side of card for approved ACE providers. For more information about your health plan benefits call Member Services: 1-800-750-4776 or visit www.hpsm.org</p>

QUICK-START GUIDES FOR NEW HPSM MEMBERS

hpsm.org/quick-start-guides

All new HPSM members will get a Quick-Start Guide in their welcome packet. Each line of business has its own printed guide, with an online version accessible on our website. This guide is designed to make it easy for members to understand and start using their benefits right away. Using a visually engaging style, these Quick-Start Guides include clear step-by-step instructions, concise benefit breakdowns and comprehensive contact information. These materials are available in multiple languages.



HPSM is committed to ensuring our members have access to the health care they need, including the COVID-19 vaccine. Here is a look at the latest resources we've created to support our members' health. We hope you will use them to help keep your patients healthy.

COVID-19 VACCINATION APPOINTMENT PAGE hpsm.org/vax

There are many ways HPSM members can get the vaccine. To help members find the vaccination appointments they need, HPSM created a webpage with links to places where members can schedule an appointment at no cost. Included are chain pharmacies, county clinics, other providers and options for homebound members.



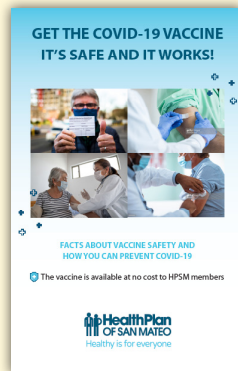
HPSM Members

Get the COVID-19 vaccine at no cost

[Learn more and sign up](#)

COVID-19 VACCINE SAFETY MATERIALS hpsm.org/vax-safety

While widespread vaccination is essential to ending the COVID-19 pandemic, many people remain hesitant to get vaccinated. To help address vaccine hesitancy, HPSM created communications aimed at informing members about the safety and efficacy of the vaccine. Our new microsite, booklet and flyer present facts about vaccine safety and efficacy in easy-to-understand language that emphasizes the benefits of vaccination.



COVID-19 VACCINATION SPECIAL EDITION MEMBER NEWSLETTER hpsm.org/healthmatters

In April, HPSM sent a COVID-19 Vaccination newsletter to all member households. This newsletter is packed with essential information about how members can protect themselves against the virus. The highlight is a letter from the desk of Richard Moore, M.D., HPSM's Senior Medical Director, encouraging members to get vaccinated.



COVID-19 HOME PREVENTION MATERIALS hpsm.org/covid-19/personal-home-safety

This packet informs members about how they can prevent the virus from spreading in their own homes. These materials include:

Actions to take if someone in the household has COVID-19

Instructions on how to properly wear a mask, practice good personal hygiene and clean the home

And more

See page 14 for details



► If you are interested in receiving copies of any of the printed materials for your patients who are HPSM members, email Provider Services at PSinquiries@hpsm.org.

PROVIDER RESOURCES

SUBMIT YOUR CLAIMS ELECTRONICALLY

HPSM is committed to making sure you receive payment as quickly and easily as possible. One of the most effective ways to streamline payment is to submit your claims electronically. Electronic claims reduce data entry errors, speed up claims turnaround time and give you immediate confirmation that your claim has been received.

As an HPSM provider, you can choose from two ways to submit claims electronically:

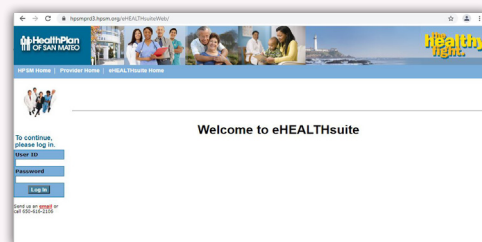
1 Via clearinghouses

Clearinghouses provide the service of gathering all necessary information to submit a claim. They can do this either through proprietary software or through integration with your current software using the 837 file. HPSM currently partners with two different clearinghouses: **Office Ally**¹ (Payer ID: HPSM1) and **Change Healthcare**² (Payer ID: SX174 for 837 professional and 12X74 for 837 Institutional).



2 Using our eHEALTHsuite portal

Providers can manually enter claims directly into HPSM's claim system using eHEALTHsuite. To use this option, providers must submit the CMS 1500 claim form. New users can register for an account online at tinyurl.com/y3aku4f6.



WHAT ABOUT PAPER CLAIMS?

In limited cases, a paper claim is still required. Here are examples of paper claims we accept:

- Claims requiring attachments (including "By Report" and unlisted codes)

- LTC (25-1 Form)

- Medicare crossover claims or claims that require primary insurance information for coordination of benefits

 - Reminder: Most claims processed by Medicare FFS will automatically cross over to HPSM electronically through the Coordination of Benefit Agreement (COBA); please allow three weeks from the Medicare Explanation of Benefits (EOB) date before submitting a claim directly to HPSM for secondary payment

- Durable medical equipment (DME) or medical supplies requiring Medicare Secondary Payer Recovery (MSRP) and/or invoice for pricing

- Claims requiring consent forms for sterilization and hysterectomy

► For more information, please visit hpsm.org/provider/claims/submit-claims. If you have questions, contact our Claims Department at **650-616-2056** or claimsinquiries@hpsm.org.

¹ Visit officeally.com

² Visit changehealthcare.com/solutions/medical-network/claiming-remittance

HELP PATIENTS MANAGE CHRONIC CONDITIONS

Chronic disease prevalence and self-management was one of the focus areas identified through HPSM's 2020 Population Needs Assessment (PNA). The most frequently diagnosed conditions among HPSM's Medi-Cal membership include asthma, diabetes and hypertension. Due to the COVID-19 pandemic, many patients may still be hesitant to go to their clinic today. It is important to continue to remind patients with chronic conditions about the importance of getting routine care. In this Health Education section you will find information and resources for chronic condition management.

HYPERTENSION

Tips for treating patients with hypertension

Remind your patients about the importance of:

- ✓ Visiting their primary care provider (PCP) regularly
- ✓ Measuring their blood pressure on a regular basis
- ✓ Taking their medication as instructed to manage their blood pressure
- ✓ Making lifestyle changes to help lower their blood pressure, including:
 - Getting regular physical activity
 - Eating healthy, including limiting salt and alcohol
 - Keeping a healthy weight
 - Getting enough sleep
 - Not smoking

Get your patients a blood pressure monitor

HPSM covers blood pressure monitors for eligible members as part of the Durable Medical Equipment (DME) benefit. The benefit guidelines are as follows:

Medi-Cal, HealthWorx and ACE

A cuff blood pressure monitor is covered once every five years.

CareAdvantage

An ambulatory blood pressure monitor is covered once a year. This is a portable machine that connects to a blood pressure cuff worn by patients. It records blood pressure periodically over 24 to 48 hours, while the patient goes about their normal activities.

OR

For members undergoing dialysis at home, a cuff blood pressure monitor is covered once a year.



If your patient needs a blood pressure monitor:

1. Write a prescription stating the medical reason/need for blood pressure monitoring.
2. Send the prescription to your patient's pharmacy or DME vendor. Your patient can also take the prescription to their pharmacy or DME vendor.

HEALTH EDUCATION

PRE-DIABETES & DIABETES

Diabetes Self-Management Education sessions for patients at SMMC clinic

Do you treat HPSM members who:

are established patients at San Mateo Medical Center's (SMMC's) 39th Avenue clinic

AND

have been diagnosed with pre-diabetes or diabetes type 1 or 2?

If so, please refer these members to SMMC's Diabetes Self-Management Education (DSME) program for phone, video or in-person sessions with a diabetes educator in English or Spanish. In these one-on-one sessions, the diabetes educator explains the basics of pre-diabetes and diabetes, as well as how members can prevent type 2 diabetes or reduce the risk of diabetes-related complications with healthy eating and exercise. When patients enroll, their PCPs receive follow-up recommendations and updates from the diabetes educator.

To refer a patient, complete a referral form via SMMC's eClinical Works (eCW) system and assign the referral to either Innovative Care Clinic's Diabetes Educator or Nicky Reynicke. If you need assistance locating the referral form or have questions about the DSME program, email Nicky at nreynicke@smcgov.org.

Refer qualified patients to HPSM's Diabetes Prevention Program (DPP)

Did you know that HPSM members with prediabetes may qualify for an evidence-based lifestyle change program designed to prevent or delay the onset of type 2 diabetes? HPSM's 12-month Diabetes Prevention Program (DPP) coaches patients on how to make healthy lifestyle changes like eating better and being more physically active. DPP is provided at no cost to eligible HPSM members. Program components include:

- A trained lifestyle coach
- Educational materials
- Regular weigh-ins
- Group support



To qualify for the DPP, HPSM Medi-Cal and CareAdvantage members must:

- Be at least 18 years old
- Have no previous type 1 or type 2 diabetes diagnosis
- Not be pregnant
- Not have end-stage renal disease
- Have a body mass index (BMI) of at least 25, or at least 23 if self-identified as Asian

Meet **one** of the following criteria:

- Have a blood test result in the prediabetes range within the last 12 months:
 - Hemoglobin A1c test: 5.7% - 6.4%
 - Fasting plasma glucose: 100-125 mg/dL
 - Two-hour plasma glucose: 140-199 mg/dL (oral glucose tolerance test)
- Have a gestational diabetes diagnosis in a previous pregnancy (Medi-Cal members only)

How to refer members to the DPP

If a member meets the above requirements and wants to enroll, please complete the DPP Provider Referral Form at hpsm.org/providers-dpp

To learn about the program, members can visit hpsm.org/dpp or call HPSM's Health Education Unit at 650-616-2165

ASTHMA

ICS-formoterol in a single inhaler is now recommended as the preferred treatment option for moderate to severe persistent asthma in patients ≥ 4 years of age.

If you currently prescribe ICS-LABA for a controller medication + SABA (e.g., albuterol) as needed for rescue, please note that recently updated guidelines now recommend ICS/formoterol (e.g., budesonide/formoterol or Symbicort) *alone*, in a single inhaler, for the treatment of moderate to severe persistent asthma in patients ≥ 4 years of age.

This new strategy is called “SMART” therapy (single maintenance and reliever therapy), and it allows for the use of only *one* inhaler to meet *both* the patient’s controller and rescue therapy needs.

This is based on the recently updated 2020 EPR-3 guidelines, which now take into consideration new data demonstrating the superiority of SMART over ICS-LABA + SABA for reducing asthma exacerbations in this patient population. To access a copy of the EPR-3 guidelines, visit nhlbi.nih.gov/health-topics/asthma-management-guidelines-2020-updates.

HPSM coverage of ICS/formoterol products is as follows:

Medi-Cal, CCS & HealthWorx:
generic budesonide/formoterol

CareAdvantage:
brand Symbicort

Please note: SABA (e.g., albuterol) is still the recommended rescue inhaler for: 1) children < 4 years of age, 2) children and adults ≥ 4 years of age with intermittent or mild persistent asthma, or 3) patients ≥ 4 years of age with moderate to severe persistent asthma who opt to continue taking combination ICS-salmeterol (e.g., Advair) as maintenance therapy rather than fully transitioning to ICS/formoterol alone.

If you have any questions, please call the HPSM Pharmacy Department at **650-616-2088**.

PERINATAL POPULATION NEEDS ASSESSMENT

HPSM conducts an annual Population Needs Assessment (PNA) to analyze the characteristics and needs of our member population. As part of the PNA, we do a deep dive into our perinatal population and look at the following areas for the calendar year:

- Gestational diabetes
- Live birth c-section rates
- Gestational hypertension
- Health disparities
- Teen births
- Low birth weight trends

In addition to identifying perinatal population characteristics, the PNA allows us to see trends and emerging trends. This helps HPSM identify participants for our Baby + Me program and connect them with support resources. If you would like more information on our findings and research, please call the Health Education Unit at **650-616-2165**.

REFER PREGNANT PATIENTS TO HPSM'S BABY+ME PROGRAM

HPSM's Baby+Me prenatal and postpartum care program promotes timely maternal and child care, as well as comprehensive health for mother and infant, from the beginning of pregnancy to birth and beyond. Eligible HPSM members who enroll may earn up to \$100 in Target GiftCards™ for attending two appointments:

one prenatal appointment within the first 12 weeks of pregnancy

one postpartum appointment between one and 12 weeks after the baby is born

Encourage your pregnant patients to enroll by visiting hspm.org/babyandme or calling HPSM's Health Education Unit at **650-616-2165**.



COVID-19 UPDATES

HPSM'S EFFORTS TO GET MEMBERS VACCINATED

Now that a safe, effective COVID-19 vaccine is available for everyone age 12 and older, the end of the pandemic is finally in sight! Since the first vaccine was approved in December, many teams across HPSM have been working hard to help our members get access to it. Since December of 2020, we have:

COORDINATED AND PROMOTED DEDICATED VACCINATION EVENTS FOR OUR MEMBERS, AT NUMEROUS LOCATIONS These included dedicated vaccination days at the San Mateo Event Center and provider offices. When the vaccine was in short supply in early 2021, these dedicated events for eligible members made sure that our members who were most at-risk from COVID could get the vaccine as early as possible. To promote these events, we piloted using member text messaging, automated phone calls and social media in brand new ways.

ANSWERED THOUSANDS OF MEMBERS' CALLS ABOUT THE VACCINE AND WHERE TO GET IT Our Customer Support teams managed record-breaking call volume in response to vaccine interest. They have continued to help members register for appointments 1:1 over the phone, which has been particularly important for members who have difficulty with online sign-ups or need extra help finding a vaccination event that works for them.

CREATED AND DISTRIBUTED ONLINE AND PRINT MATERIALS THAT ANSWER MEMBERS' QUESTIONS ABOUT THE VACCINE AND HOW TO GET IT These included FAQs, social media campaigns and materials for providers to give their HPSM patients, among others. We also translated many of these materials into eleven different languages to make sure we reach as many members as possible!

PARTNERED WITH COUNTY HEALTH AND OUTSIDE VENDORS TO REACH MEMBERS WHO ARE HOMEBOUND OR IN CONGREGATE CARE Members living in nursing facilities were at a very high risk of COVID and were some of the first to become eligible for the vaccine. HPSM worked closely with our nursing facilities through the Nursing Facility Learning Collaborative to make sure they had the access to vaccines that they needed. Additionally, we wanted to make sure that members with mobility constraints who can't travel to a vaccination clinic are able to get their shot. So we partnered with County Health and an outside vendor to identify our homebound members and provide a mobile vaccination option that can come to their home.

HPSM has created materials that address common vaccine questions and vaccine hesitancy. They are translated into many languages, and you can print them from hpsm.org/covid-19 or get copies that you can mail to your patients. We've also created an FAQ for providers to help you talk with your patients about the COVID-19 vaccine and why they should get it. Reach out to Julian.Aldana@hpsm.org to request copies!

CREATED AN ALGORITHM TO IDENTIFY MEMBERS AT HIGHEST RISK OF COVID AND DASHBOARDS TO TRACK VACCINE PROGRESS In coordination with County Health, HPSM created a risk-stratification algorithm that combines many factors, including:

The number of medical conditions a person has that put them at higher risk of morbidity or mortality from COVID, including disability status

Social determinants of health that may correlate to either higher exposure risk or higher morbidity and mortality, including race, ethnicity, geography and language preference

This risk-stratification algorithm helped us dedicate additional outreach efforts to those at highest risk. We continue to adjust this risk algorithm, with input from our County Health partners, as new information comes in about COVID risk factors or disparities in HPSM vaccination rates.

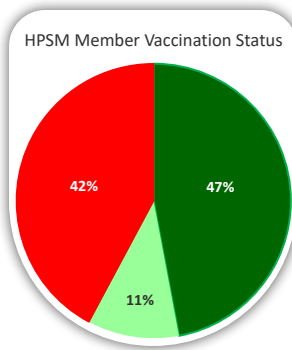
HOW ARE WE DOING?

Overall vaccination rate of HPSM members

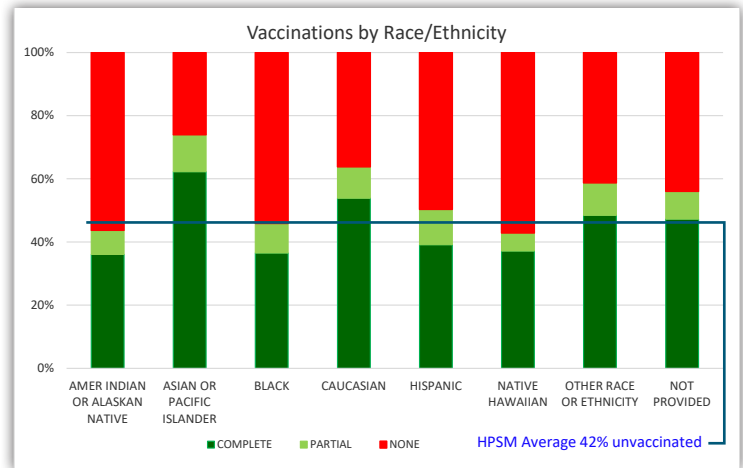
As of June 11th, **58%** of HPSM members over the age of 12 have received a vaccine.

This is lower than the **83%** percent of San Mateo County residents who've received a vaccine. (source: smchealth.org)

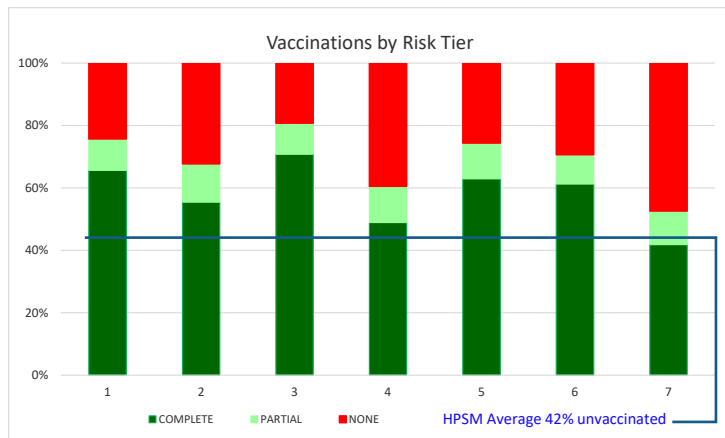
Some of the difference between HPSM member vaccination rates and those of the county is due to the fact that HPSM members are, on average, younger than the age makeup of San Mateo County overall, and younger people have lower rates of vaccination. That said, some of this difference is also due to the barriers that our members may face in getting access to the vaccine.



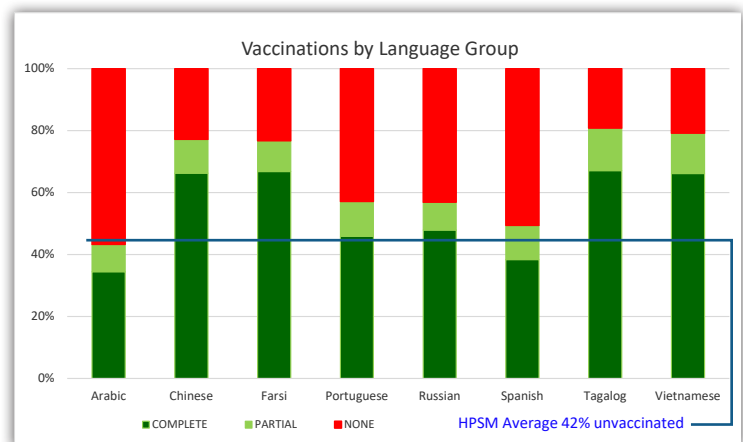
Vaccine disparities we are focused on



Successes in vaccinating those at highest risk



HPSM has been successful in reaching those in the highest risk tiers (with tier 1 being the highest risk). 30% of our members are in Tier 1 through Tier 6, which is where HPSM has dedicated the most resources to outreach.



We are seeing several disparities in vaccination rates based on member race, ethnicity and language preference. Some of these gaps are due to differences in the average member age within each demographic. For example, the average age of HPSM members who identify as Asian or Pacific Islanders is older than our total membership. Vaccination rates are higher for our older members in general, which is part of why we see higher vaccination rates among this demographic. We monitor this data weekly and use it to adjust our risk prioritization and outreach approach in our efforts to close these gaps.

WHAT COMES NEXT?

HPSM will continue working hard throughout 2021 to help our members get access to this life-saving vaccine, including through sharing information, helping members get transportation to a vaccine clinic, reaching homebound members through mobile vaccinations and continuing to provide extra support for those who need help finding a vaccine clinic near them.

- ▶ If you have ideas about how HPSM can support your efforts to vaccinate patients or you'd like to learn more, please reach out to Colleen Murphey, HPSM's Network and Strategy Officer, at Colleen.Murphey@hpsm.org

COVID-19 VACCINE

REFER MEMBERS FOR COVID-19 CARE KITS

To help reduce COVID-19 transmission within households, HPSM provides COVID-19 Care Kits to members who meet one or both of the following two criteria:

Tested positive for COVID-19 in the last two days

Currently living with someone who tested positive for COVID-19 in the last two days

These Care Kits include:

Supplies to help manage and monitor COVID-19 symptoms and prevent the transmission of the virus to others in the household

Health education materials designed to empower members and people in their household to manage COVID-19 using home-based infection control measures

To refer qualified HPSM members for a COVID-19 Care Kit, please send an email to HealthEducationRequest@hpsm.org with the following information:

- ✓ Member name, date of birth and best contact phone number
- ✓ Who in the home has COVID-19 (i.e., your patient and/or their family members)
- ✓ Whether this person contracted COVID-19 within the last two days
- ✓ Number of people living in the home
- ✓ Address where the kit should be delivered



HOMEBOUND HPSM MEMBERS CAN GET VACCINATED FOR COVID-19 AT HOME

HPSM members who are unable to leave their home due to reliance on mobility devices and caregivers may be eligible to get a COVID-19 vaccination at home. HPSM's partner, HRSupport, will call eligible members by phone to set up appointments. HRSupport's trained and skilled health care staff will go to members' homes and vaccinate them.

If you have patients who cannot leave the home per the above criteria and have not received a call, please instruct them to email customersupport@hpsm.org.



MEETING INCREASED BEHAVIORAL HEALTH NEEDS DURING THE PANDEMIC

COVID-19 has created unique challenges for San Mateo County residents, but HPSM providers have consistently risen to the occasion. Our newly onboarded behavioral health providers have been no exception, learning to manage unprecedented levels of demand during this challenging time.

Our new behavioral health providers were onboarded in October 2020, over half a year into the global health crisis. According to the Centers for Disease Control and Prevention (CDC), from August 2020 to February 2021, the percentage of adults with recent symptoms of an anxiety or a depressive disorder grew 5 percentage points (from 36.4% to 41.5%), and the percentage of those reporting an unmet mental health care need rose 2.5 percentage points (from 9.2% to 11.7%). This increased demand has been seen here in San Mateo County, where at the peak of demand, member wait times for therapy could be multiple weeks.

To address these challenges, HPSM clinicians Courtney Sage and Amy Scribner hosted a virtual learning session with behavioral health providers in April. They presented three strategies for managing increased demand on behavioral health providers:

PRIORITIZE MEDICAL NECESSITY Ensuring that services are medically necessary throughout the course of treatment is always required, and helps reserve limited provider capacity for those who need it most. Medically necessary services include those needed for diagnosis and treatment of an active mental health condition that is causing mild-to-moderate dysfunction, as well as treatment to improve symptoms or prevent symptoms from worsening. Visit [hpsm.org/provider/behavioral-health](https://hpsm.org/provider-behavioral-health) to learn more about what is covered by the mild-to-moderate behavioral health benefit.

ENGAGE PROVIDERS AND COMMUNITY PARTNERS TO TRANSITION MEMBERS AFTER CARE PLAN COMPLETION

There are a number of clinical and community resources that providers can leverage to ensure patients receive quality care after treatment ends. Providers should work with members' primary care physicians to ensure a plan is in place after treatment ends and review the resources in the box to the right.

OFFER GROUP SERVICES TO TREAT MORE PATIENTS Group services help providers reach more members for care every week. Group services with a focus on particular conditions or types of therapy can also help patients build peer connections and community.

Missed the webinar?

Visit <https://tinyurl.com/227227ce> to watch a recording and learn more about these strategies

Resources you should know

If you think a member needs more than mild-to-moderate behavioral health services, review the BHRS higher level of care form at hpsm.org/provider-forms.

If a patient needs help navigating their care needs, activate HPSM care management support. Learn more at hpsm.org/care-coordination.

Leverage community resources like Alcoholics Anonymous, Narcotics Anonymous, CalHOPE Warm Line, Peer Run Warm Line, Domestic Violence Hotline, etc.

- ▶ Our community's health depends on strong communication between HPSM's Behavioral Health Department and our providers. As you close out client cases, please let us know you are available by calling **650-616-2580** or emailing HPSM_BH_Provider_Availability@hpsm.org.



Healthy is for everyone

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A MESSAGE FROM HPSM'S NEW CHIEF MEDICAL OFFICER

I am happy to be back at HPSM serving in a new role. I was the plan's Behavioral Health Director and Deputy Chief Medical Officer from 2014 to 2016, so I know how important HPSM's network providers are to our community's health. As a psychiatrist, I take a systemic approach to health care that addresses individuals holistically while incorporating technology and community. As HPSM's CMO, I will:

Collaborate on strategies and models that support the health and wellness of our members, emphasizing social determinants of health and equitable health outcomes

Facilitate integration efforts around dental, behavioral health and social care

Optimize data collection and analysis to streamline our members' health care experience

I look forward to supporting providers' efforts to deliver quality care and outcomes for HPSM's members.

Sincerely,

Chris Esguerra, MD
HPSM Chief Medical Officer



Chris Esguerra
MD, MBA, FAPA, CHCQM

Career highlights

Chief Medical Officer, DME Consulting Group (2020-21)

Senior Medical Director, Blue Shield of California (2017-19)

Senior Medical Director, Magellan Health (2016-17)

Learn more about my experience and education at hpsm.org/chris-esguerra-md