

HEALTH *matters*

Benefit information, health tips and resources for Health Plan of San Mateo members

Fall 2023



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[@healthplanofsanmateo](https://www.instagram.com/healthplanofsanmateo)



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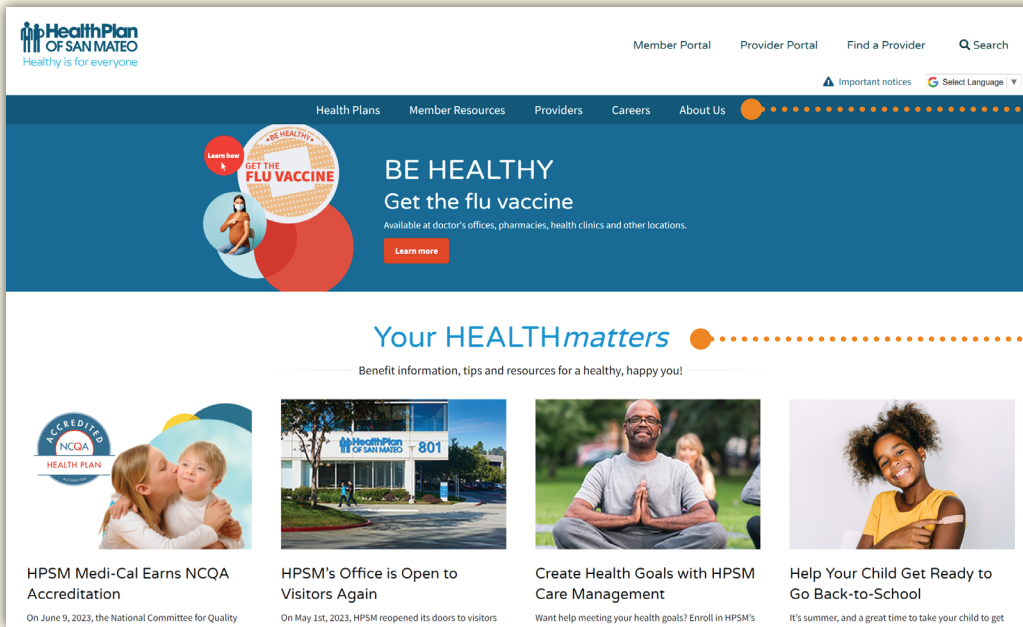


Health Plan
OF SAN MATEO
Healthy is for everyone
801 GATEWAY BOULEVARD SUITE 100
SOUTH SAN FRANCISCO CA 94080

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HPSM'S NEW-AND-IMPROVED WEBSITE HOMEPAGE

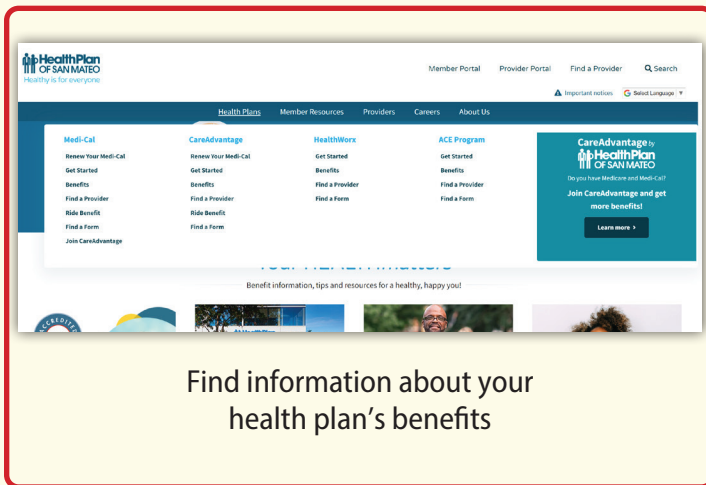
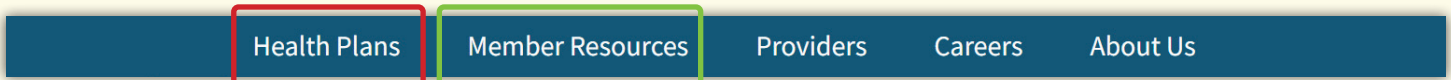
Making health information on our website easy to find is one of our top priorities. We are excited to present our **new website homepage redesign** featuring a simpler layout for a more user-friendly experience. Take a quick tour below, then see the new homepage for yourself at www.hpsm.org.



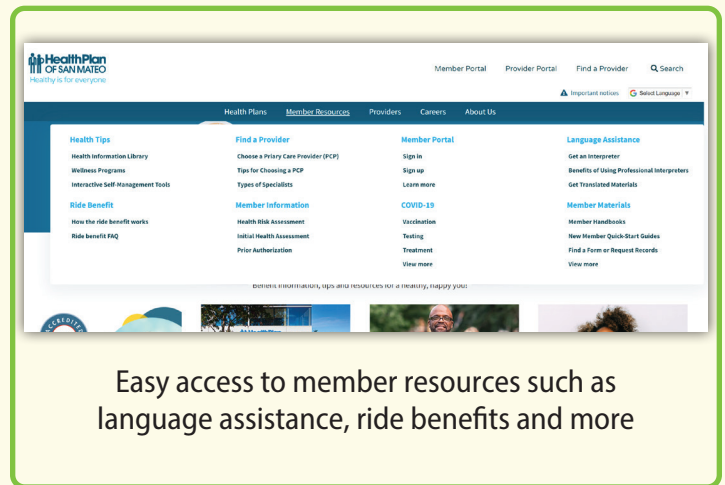
An organized menu to help you find your plan information faster

Our new blog makes keeping up with the latest health news simpler than ever

Easier access to the information most members are looking for



Find information about your health plan's benefits



Easy access to member resources such as language assistance, ride benefits and more

Only our homepage design has changed.
Any webpages you've bookmarked will still work.

CELEBRATING DIVERSITY!

“Healthy is for everyone” means striving for equitable access to high-quality health care services for every person in San Mateo County. The reality is that systemic injustices persist, and health care experiences are not equal for all. HPSM is committed to working towards improvements in this system through our health equity approach. We empower San Mateo County’s residents to live their healthiest lives by building awareness and strong community partnerships.

In July, we celebrated Disability Pride Month. This year, HPSM attended the 4th Annual Inclusion Festival in Redwood City. We enjoyed spending time out in the community at this wonderful event! We were able to share information about HPSM’s programs and services that can support people with disabilities, which include:

- **Community Based Adult Services (CBAS)** centers that provide daily care to older adults and persons with disabilities in the form of meal support, social activities, nursing care, and physical, speech, and occupational therapy.
- **In-Home Support Services (IHSS)** that provide services to older adults and persons with disabilities who have functional limitations and are currently living in their own home. Services include help with prepping meals, bathing, dressing, laundry and protective supervision.
- **Care Management** through HPSM that provides case management and the purchase of services to support older adults and members with disabilities living in the community with the goal of avoiding institutionalization.
- **CalAIM Community Supports** that cover non-medical help to address life’s challenges. These include home safety improvements, medically tailored meals and help transferring from a care facility to independent living.
- **Plus many other support programs** that you can learn about at www.hpsm.org/older-adult-health.



From September 15th to October 15th, we celebrated Hispanic Heritage Month.

HPSM’s member population is predominantly Hispanic, with over 50% of our population

identifying as Hispanic or Latinx. The theme for 2023 was “Latinos: Driving Prosperity, Power, and Progress in America.” This focus highlighted Hispanics’ important contributions to the economic, political and social growth of the United States.



In October, we celebrated Filipino American History Month.

This year marks the 125th anniversary of the signing of the Treaty of Paris – an agreement that ended

the Spanish colonization of the Philippines. HPSM celebrated Filipino Americans’ impact on United States history and shared health tips to help our Filipino-identifying members stay healthy.

► Learn more on our website!

- Visit www.hpsm.org/older-adult-health to learn about managing disabilities, advocating for the care you need and more.
- Visit www.hpsm.org/dihe to learn more about diversity, inclusion and health equity at HPSM.
- See our Facebook (www.facebook.com/healthplanofsanmateo) and Instagram (www.instagram.com/healthplanofsanmateo) posts celebrating people with disabilities, Hispanic Americans and Filipino Americans. Also be sure to like and follow HPSM!

DID YOU GET A MEDI-CAL RENEWAL MESSAGE FROM HPSM? SEND IN YOUR PACKET!

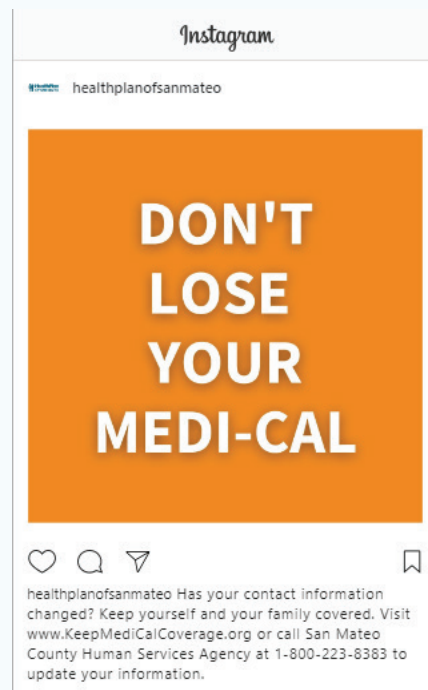
In April 2023, for the first time in three years, California counties started checking if Medi-Cal members are still eligible. Now **many eligible HPSM members are at risk of losing their Medi-Cal. That is because they have not sent their renewal packets to the Human Services Agency (HSA).**

That is why HPSM is reaching out to these members with:

- **Robocalls** Since June, our automated system has made thousands of calls: two per household each month until we get a call back.
- **Text messages** We send renewal messages and work with clinics to help reach more members.
- **Social media** Posts to our Facebook and Instagram accounts (right) get the word out to all our followers.
- **Member newsletter articles** This is the third *HEALTHmatters* article urging members to return their renewal packets.

If you get a robocall or text message from HPSM, send your renewal packet to HSA

- Check your mail for a white envelope with a yellow strip from HSA.
- Fill out and return the packet as soon as you can. If you do not have all your supporting documents ready, return it with what you have.
- If you have questions or need renewal help, call HSA at **1-800-223-8383**.
- You can also use your account on the MyBenefits CalWIN website at www.mybenefitscalwin.org/#/home to:
 - Get online help and instructions on how to apply.
 - Report changes in your information.
 - Renew your Medi-Cal benefits.
 - Order a Medi-Cal Benefits Identification Card (BIC).





The flu vaccine reduces your chances of getting sick from the flu. If you don't get the flu, you can't spread it to your family. It is recommended that everyone six months and older get the flu vaccine.

Getting the flu vaccine is easy

Members between six months and 18 years old can get the flu vaccine from their primary care provider (PCP). Call to schedule an appointment for the flu vaccine.

Members who are 19 years or older can get the vaccine in two ways. They can either:

- Call their PCP to schedule an appointment.
- Call a local pharmacy and ask if they have the vaccine. If they do, they can schedule an appointment.

Be sure to bring your HPSM member ID card to your appointment.

- ▶ • Learn more about how to protect yourself from the flu at www.hpsm.org/flu.
- Stay up to date with other vaccines, like the new COVID-19 vaccine that was released in September. You can get the flu vaccine and updated COVID-19 vaccine at the same appointment. It is recommended that everyone six months and older get the updated COVID-19 vaccine.

If you are at higher risk of serious health complications from getting the flu, it is especially important that you get the flu vaccine.
People at higher risk include:

Adults 65 years and older

Pregnant people

Children under five years old

Children with neurological disorders (such as disorders of the brain and spinal cord)

People with chronic health issues (such as diabetes)

People with a weakened immune system

People with disabilities

People from racial and ethnic minority groups

BREAST CANCER SCREENING SAVES LIVES

A mammogram can find lumps in the breast before they can even be felt with the fingers. When cancer is found early, it may be easier to treat or cure.

- If you are between the ages of 40 and 49, talk with your primary care provider (PCP) to see if it is time for you to get a mammogram.
- If you are between the ages of 50 and 75, it is important to get a mammogram every one to two years. Contact your PCP to see if you are due for a mammogram. If you are due, ask how to schedule the appointment.

Your PCP's phone number is listed on your HPSM member ID card.

- ▶ Learn more about preventing and detecting breast cancer on our Health Tips webpage at www.hpsm.org/breast-cancer.

YOU HAVE THE RIGHT TO GET HEALTH CARE THAT RESPECTS YOUR LANGUAGE, CULTURE AND ABILITY

At HPSM, we believe in the promise that “Healthy is for everyone.” As part of that promise, you have the right to get health care that respects your language, culture and ability. That includes interpreter services, non-discrimination practices, and materials in different languages and alternative formats.

Interpreter Services



If you want to talk to your health care provider or HPSM staff in a language other than English, you have the right to an interpreter at no cost to you. You cannot be asked to use your friends or family to translate. You can ask for an interpreter whether you are:

- Making an appointment.
- Talking with your health care provider or dentist.
- Picking up medication at the pharmacy.

▶ Learn more at www.hpsm.org/language-services.

Nondiscrimination



HPSM and our providers do not discriminate based on sex, race, color, religion, ancestry, national origin, creed, ethnic group identification, age, mental disability, physical disability, health condition, genetic information, marital status, gender, gender identity or sexual orientation.

▶ Learn more at www.hpsm.org/nondiscrimination.

If you are not given the services listed above or believe you have been discriminated against, you can file a grievance by calling Member Services toll-free at 1-800-750-4776 (TTY: 1-800-735-2929 or 7-1-1).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. There are three ways you can file a complaint:

1. Log in to the online Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.
2. Call **1-800-368-1019** (TTY: **1-800-537-7697**).
3. Mail your complaint to:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201

Filing a complaint will not impact your right to get services or result in any form of punishment by HPSM or your provider.

MEMBER MATERIALS IN DIFFERENT LANGUAGES AND FORMATS

If your preferred language is not English, language assistance services are available to you at no cost. You can also get materials for free in other formats, such as large print, braille and/or audio.

- Download and view or print copies online at www.hpsm.org/member-handbooks.
- Order printed copies and copies in other formats by calling Member Services or the CareAdvantage Unit at the numbers below. There is no cost for the call.

Medi-Cal, HealthWorx and ACE members

Call Member Services

Local: **650-616-2133** or

Toll-free: **1-800-750-4776**

TTY: **1-800-735-2929** or dial **7-1-1**

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

CareAdvantage members

Call the CareAdvantage Unit

Local: **650-616-2174** or

Toll-free: **1-866-880-0606**

TTY: **1-800-735-2929** or dial **7-1-1**

Monday through Sunday, 8:00 a.m. to 8:00 p.m.

YOUR MEMBER MATERIALS INCLUDE:

Member Handbook A detailed summary of your coverage that helps you to both understand and use your benefits and services. It also explains your rights and responsibilities. If you have questions about your benefits, go to www.hpsm.org/member-handbooks or call the numbers above. A printed copy of the Member Handbook, including your rights and responsibilities can be requested by phone or by emailing customersupport@hpsm.org.

Provider Directory A list of all the providers that are accepted by your plan (including doctors, specialists and pharmacies). To find a provider near you, search the online Provider Directory (updated weekly) at www.hpsm.org/directorysearch or call the numbers above. A printed copy of the Provider Directory can be requested by phone or by emailing providerdirectoryrequests@hpsm.org.

Formulary A list of covered medicines that is updated at least monthly and includes information on how to use your medication coverage. If you have questions about which medications HPSM covers, you can get answers using HPSM's online formularies at www.hpsm.org/medication-benefits. You can also look up medications, copayments or limits for specific medications. Or you can get information about your medication benefits by calling the phone numbers above. You can request a paper copy of the Formulary by phone or by emailing formularyrequests@hpsm.org.



HPSM'S RIDE BENEFIT

Medi-Cal and CareAdvantage members who have no means of transportation to get 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 TO GET YOUR RIDE

1

Call ALC at least two (2) business days (Monday-Friday) before your appointment and tell the operator:

- Your HPSM member ID number
- The date and time of your appointment
- Your pick-up and appointment location
- If you want a return trip

2

ALC arranges pick-up at your requested location by the type of vehicle that meets your individual needs (see step 3). The driver will be scheduled to pick you up at least an hour and fifteen minutes (75 minutes) before your appointment time so that you arrive at least fifteen (15) minutes before your scheduled appointment time. The driver will only wait for five (5) minutes, so be ready outside.

3

Driver drops you off at your appointment



Curb-to-curb (rideshare service: you must have a phone that can get text messages from your driver)



Door-to-door (taxi service)

4

When your appointment is done, call ALC:
they will arrange for a driver to pick you up and drive you home.

If you need to cancel a ride, you must call ALC at least two (2) hours before the scheduled pickup time to avoid a no-show on your record.

Visit www.hpsm.org/ride for details, including rules, full instructions, contact information and frequently asked questions

ENHANCED CARE MANAGEMENT FOR CHILDREN AND YOUTH

On January 1, 2022, the Department of Health Care Services (DHCS) launched California Advancing and Innovating Medi-Cal (CalAIM). This statewide program allowed health plans like HPSM to cover new types of care for the highest-need Medi-Cal members.

One of the first CalAIM benefits HPSM offered was **Enhanced Care Management (ECM)** for the most at-risk adult Medi-Cal members. With ECM, a Care Manager works closely with the member providing support that is mostly in-person, and works closely with their care team. The Care Manager can help the member find doctors, get community-based services for housing or meals and much more.

Starting on July 1, 2023, we expanded ECM to children and youth Medi-Cal members who are:

- Experiencing homelessness.
- Struggling with serious mental health or substance use issues.
- Often hospitalized or in the emergency room.
- In California Children’s Services (CCS) with complex social needs.
- In the child welfare system.



The extra care coordination provided by ECM will make sure that these children and youth get all the care they need to stay healthy.

► To learn more about ECM, visit www.hpsm.org/medi-cal/ecm or call Member Services at **650-616-2133**.

IF YOU HAVE BOTH MEDICARE PART A AND PART B, YOU CAN MAKE YOUR HEALTH CARE EASIER WITH CAREADVANTAGE

Simplify your health care with a single card and phone number for all your Medicare and Medi-Cal benefits — and dental, too!

Do you have these cards?

Then you may qualify for one card, with CareAdvantage!

Member Name:	MedicareRx
Member ID:	012353
Date of Birth:	06650000
Plan Effective Date:	
H7885-001	HPSM Dental 1-866-880-0606



Call our CareAdvantage Medicare Specialists

at **650-616-1500** (TTY users, dial **1-800-735-2929** or **7-1-1**).

Or visit www.hpsm.org/careadvantage for more details.

QUIT TOBACCO TODAY!

Quitting tobacco now can help you and your loved ones stay healthy! Whether you smoke, vape or use other tobacco products, quitting has many health benefits. Quitting tobacco:

- Adds years to your life.
- Lowers your risk of serious health issues, like heart disease and cancer.
- Protects family members from health risks linked to secondhand smoke. Secondhand smoke is smoke that comes from burning tobacco or is exhaled by smokers.
- Saves you money.
- And more!

There are many resources to help you quit!

- **Coaching through Kick It California** This program is proven to help people quit with phone coaching and text reminders. To learn more, call them or visit www.kickitca.org.
- **Medication** The Food and Drug Administration (FDA) has approved seven medications to help people quit tobacco. Medication options include:
 - Nicotine replacement such as skin patches, lozenges, nicotine gum, nicotine nasal spray and nicotine inhalers.
 - Medications that reduce cravings, such as Bupropion SR (Zyban) or Varenicline (Chantix).

Make sure you get a prescription from your provider for any of these medications, including over-the-counter (OTC) medications. HPSM Medi-Cal members can get these medications through their Medi-Cal Rx pharmacy benefit. HSPM plans may have coverage limitations on these medications based on your health plan coverage. Talk with your primary care provider (PCP) to see what medications may be right for you.

Other tools that can help you quit

- **Apps** For more information, visit www.smokefree.gov/tools-tips/apps or <https://kickitca.org/quit-vaping-app>.
- **HPSM's Quit Tobacco Newsletter** Our eight-page newsletter is designed to help those who use tobacco quit. It explains the benefits of quitting, the six steps to building a quit plan and the resources that can help people quit. To view the newsletter on our website, visit www.hpsm.org/quit-smoking. To get a print copy mailed to you, call the Health Promotion Unit at **650-616-2165**.

Call Kick It California today!

English: **1-800-300-8086** or text "Quit Smoking" or "Quit Vaping" to 66819

Español: **1-800-600-8191** o Envíe "Dejar de Fumar" o "No Vapear" to 66819

中文 (Chinese): **1-800-838-8917**

한국인 (Korean): **1-800-556-5564**

Tiếng Việt (Vietnamese):
1-800-778-8440

NEW MEDI-CAL MEMBER HANDBOOK WILL BE PUBLISHED ON JANUARY 1, 2024

All HPSM Medi-Cal members will get a new Member Handbook / Evidence of Coverage in the mail in January 2024. The Member Handbook tells you about your coverage under HPSM. Reading it will help you understand and use your benefits and services. It also explains your rights and responsibilities as a member of HPSM. If you have special health needs, be sure to read all sections that apply to you.

The new Member Handbook will also be posted on HPSM's website. Visit www.hpsm.org/mc-manuals to view or download it in English, Spanish, Chinese and Tagalog. If you told HPSM your preferred language, you will receive a Member Handbook in that language. To get a Member Handbook in a different language, email customersupport@hpsm.org or call Member Services toll-free at **1-800-750-4776** (TTY: **1-800-735-2929** or **7-1-1**).