

HEALTH *matters*

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

Spring 2023



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Health is for everyone
801 GATEWAY BOULEVARD SUITE 100
SOUTH SAN FRANCISCO CA 94080

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CELEBRATING 35 YEARS — AND A HEALTHY FUTURE



Patrick Curran,
HPSM CEO

In December 2022, HPSM celebrated 35 years as a health plan! Reaching this milestone shows the vital role HPSM plays in the health and well-being of San Mateo County's residents.

Over the past three and a half decades, HPSM has built a strong foundation to create an even healthier future for our community. Through the State's California Advancing and Innovating Medi-Cal (CalAIM) transformation, we've been able to expand and improve our programs and partnerships with community partners. The new Enhanced Care Management benefit is an example of that along with new projects addressing homelessness and young people's mental health.

Just over a year ago, I became HPSM's CEO, a position held by Maya Altman for 16 years. Working with Maya as Deputy CEO for six years, I learned that leading HPSM into the future means keeping our members at the center of everything we do today while also setting up programs that will ensure better health for them tomorrow.

Looking back on our 35 years as a health plan will help us create a brighter, healthier future for San Mateo County.

Best

Pat Curran



To learn more about milestones in HPSM's 35-year history, visit www.hpsm.org/about-us/history

TELL US WHAT YOU THINK ABOUT YOUR CARE

If you get a survey in the mail, please fill it out and return it.

Every March, randomly chosen HPSM members are mailed a survey called the Consumer Assessment of Healthcare Providers and Systems survey—or "CAHPS" survey. This survey asks about your health care experience. We use the feedback to improve your health care.

Hearing from our members is one way we learn what is going well and what needs improvement. Not all HPSM members get the CAHPS survey, so if you get one it is very important to fill it out. A pencil and 20 minutes are all you need. We even give you a pre-paid envelope to return it. You can also take the survey by phone if that is easier. If you have questions about the CAHPS survey or want to take it over the phone, follow the instructions in your survey packet.



COVID-19 BIVALENT BOOSTERS

COVID-19 bivalent boosters are now available to anyone 6 months and older at no cost. These newer boosters offer protection against both the original virus and the newer Omicron variants of COVID-19. Please talk to your healthcare or vaccine provider about getting a booster if you would like to stay up to date on your COVID-19 vaccinations.

Learn more about how to get your COVID-19 vaccine or booster at www.hpsm.org/vax.

Visit www.cdc.gov/coronavirus/2019-ncov/vaccines to learn about:

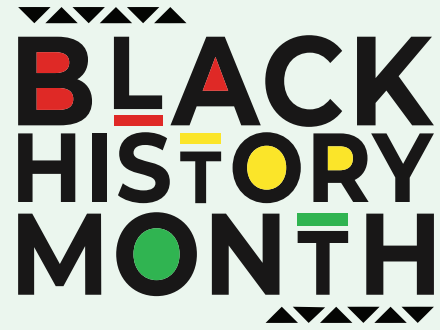
- The latest recommendations for COVID-19 vaccination.
- When you might be due for a booster and who should get one.
- Recommendations are different if you have a weakened immune system.

CELEBRATING DIVERSITY!

At HPSM “heathy is for everyone” is a reflection of our respect and service to San Mateo County’s diverse population. Our goal is to make sure that every person we cover has equal access to quality health care. As we celebrate our diverse member population, we also recognize that the health care experiences of all groups are not equal, which affects their ability to get quality care. The first step to addressing this inequity is education.

This past February, we celebrated Black History Month. About 3,600 HPSM members identify as Black/African American. Their resilience shows through engagement in events, lifting of voices and sharing resources to benefit the community. The Black community unfortunately still experiences discrimination that negatively impacts their health care experience. This has led to lower rates in getting preventative care such as cancer screenings, primary care visits for children, childhood immunizations and post-partum care. Because of this, the Black community is impacted by higher rates of preventable health conditions.

HPSM offers resources to help improve health care experiences and well-being of Black-identifying members. We are also committed to adding more supports.



- ▶ We proudly promote the work of San Mateo County’s African American Community Initiative and Behavioral Health and Recovery Services Office of Diversity and Equity.

Visit www.hpsm.org/blackhistorymonth to learn more.

MAKE SURE YOU DON’T LOSE YOUR MEDI-CAL COVERAGE


If you got a renewal packet in the mail, send in the information it asks for right away


Medi-Cal renewals began on April 1, 2023. That means, for the first time in almost three years, San Mateo County Human Services Agency (HSA) started reviewing Medi-Cal members’ eligibility for renewed Medi-Cal coverage.

Your eligibility for Medi-Cal coverage may have changed since 2020. For example, your income may have gone up or you may now have private health insurance through an employer.

- ✔ **If you already received a Medi-Cal renewal packet, submit it before the due date shown in the packet.** Do this even if you don’t have all the paperwork.
- ✔ **If you don’t have your packet or can’t find it, call HSA right away at 1-800-223-8383 and ask them to send you a new packet.** Once you get it in the mail, submit your information right away.

There are two ways you can submit your renewal:

 **For fastest service**, sign in or create an account at www.mybenefitscalwin.org. All you need is an email address.

 Call HSA:
1-800-223-8383.

If you are no longer eligible for Medi-Cal coverage, you may qualify for tax subsidies to buy affordable health care through Covered California. Learn more at www.coveredca.com.

HPSM'S POPULATION HEALTH MANAGEMENT (PHM) PROGRAM

ASTHMA PROGRAM — Available for members who are under the age of 18 and have both an asthma diagnosis and an Asthma Action Plan. These members are referred to San Mateo County's home visiting asthma program, which includes:

- Weekly in-person or virtual visits in English or Spanish. Interpreters are available for members who speak other languages.
- Home environment assessments.
- Education to identify, reduce and eliminate asthma triggers.
- Instruction on how to use asthma medication.



Members who do not want to participate can opt out or decline when the County first calls them to sign up.

- ▶ To learn more, call HPSM's Health Promotion Unit at **650-616-2165** or visit www.hpsm.org/health-tips/asthma.

CARE TRANSITIONS — A program that helps members who've been sent home from the hospital avoid returning to the hospital. Once home, members can be referred to HPSM's Integrated Care Management Team for follow-up. Then the member's Care Manager will:

- Help members develop and follow their care plan.
- Connect members with their PCP.
- Talk with the family about other care needs.



- ▶ To learn more or opt out, call HPSM's Integrated Care Management Team at **650-616-2060**.

BABY + ME PROGRAM — Promotes timely care and health from the start of pregnancy to birth and beyond. **Members who are pregnant or who recently delivered a baby** are eligible for this program. Those who enroll can earn up to \$100 in Target GiftCards™ for going to two appointments!

- Members who visit their provider within the first 12 weeks of pregnancy get a \$50 Target GiftCard™.
- Members who visit their provider between one and 12 weeks after having their baby get a \$50 Target GiftCard™.



HPSM's Health Promotion staff also offers **parents and families** referrals to local services.

- ▶ Eligible members can learn more about Baby + Me at www.hpsm.org/baby-and-me. To enroll or opt out, members can call HPSM's Health Promotion Unit at **650-616-2165**.

START USING YOUR BENEFITS

Whether you are a new HPSM member or have been a member for a while, our Quick-Start Guides make understanding and using your benefits easy! They have helpful information like:

- **Six Steps to a Healthy Start**, including how to sign up for HPSM's Member Portal at www.hpsm.org/member-portal, where you can:
 - Select your primary care provider (PCP)
 - Update your address and phone number,
 - Check your immunization records and more—online anytime!
- **Summary of HPSM benefits**, including health care services, prescription drugs and costs. This also covers our Nurse Advice Line, Care Management program, Health Education Unit, interpreter services and more.
- **HPSM's Ride Benefit**, which offers no-cost rides to and from approved health care appointments. It's available to Medi-Cal and CareAdvantage members who don't have other transportation. Learn about the Ride Benefit at www.hpsm.org/ride.
- **Listing of programs and resources** offered by our partner, San Mateo County Health. These include inpatient mental health care, substance use treatment and In-Home Supportive Services.

- ▶ Every new member gets a Quick-Start Guide with their member ID card. They are also online at www.hpsm.org/quick-start-guides. If you would like to get a print copy, email customersupport@hpsm.org.

Offering special support programs to help members stay healthy.

COMPLEX CASE MANAGEMENT — Helps members who have one or more ongoing health conditions get the care they need to reach their health goals. Ongoing health conditions can include diabetes, high blood pressure or asthma. Emotional and social support is also offered through plan providers, partners and community resources

HPSM's Care Managers call eligible members inviting them to join the program. Members can opt in or out at that time. Once a member joins the program, a Care Manager is added to their care team. This Care Manager follows up regularly to:

- Identify and prioritize concerns, goals and interventions.
- Develop a care plan with the member.
- Help secure other support services.
- Assist in managing many health issues and needs.

▶ To learn more, visit www.hpsm.org/cc or call HPSM's Integrated Care Management Team at **650-616-2060**.

DIABETES PREVENTION PROGRAM (DPP) — a no-cost, 12-month program for Medi-Cal members that can lower the risk of getting type 2 diabetes! It includes weekly one-hour sessions led by trained Lifestyle Coaches. They help create plans for eating healthy, exercising more and losing weight. They also provide handouts to help meet individual health goals. Plus, program participants are provided group support.



The program is for people who:

- ✓ Are 18 years old or over.
- ✓ Are overweight (Body Mass Index ≥ 25 or ≥ 23 if self-identified as Asian).
- ✓ Are not pregnant.
- ✓ Do not have diabetes (type 1 or 2).
- ✓ Do not have end-stage renal disease (kidney failure).
- ✓ Meet one of the following:
 - Have prediabetes: your primary care provider (PCP) can tell you if you have prediabetes.
 - Have had gestational diabetes in a past pregnancy.

Get a result of high-risk for type 2 diabetes on the CDC Prediabetes Risk Test at www.cdc.gov/diabetes/risktest/index.html.

▶ To learn more, join or opt out, call HPSM's Health Promotion Unit at **650-616-2165**.

KNOW YOUR BENEFITS AND HOW TO USE THEM

Your Member Handbook, updated regularly, also describes your benefits and how to use them. Visit www.hpsm.org/member-handbooks to find the latest version. Other information available online and in the Member Handbook includes:

Benefits, services and covered medications

- Services and medications your health plan covers and doesn't cover
- Copays (if needed)
- How to submit claims for covered benefits (if needed)
- Your rights and responsibilities as an HPSM member

Providers

- Selecting a primary care provider (PCP)
- Details about in-network and out-of-network care
- Finding information about network providers (including PCPs, specialty providers, mental health providers and hospitals)

Access to care

- Getting care where and when you need it, including in an emergency
- Finding health care services and prescription medications
- Receiving information and services in your preferred language

Appeals and complaints

- How to submit an appeal when a service is denied
- Details about HPSM's appeals review process
- Submitting complaints
- Information about coverage of new technology as a benefit

HAVE YOU CHOSEN AN HPSM NETWORK DENTIST?

HPSM Dental is designed to make getting dental care easy for Medi-Cal and CareAdvantage members. HPSM Dental only pays for services you get from providers in the HPSM Dental network. If you get dental services from non-network providers, you will have to pay out of pocket.



CHOOSE AN HPSM NETWORK DENTIST TODAY

Search from more than 350 providers in the HPSM Dental network.

- Visit www.hpsm.org/provider-directory and click the "Search" button. Or, contact HPSM to have a provider list mailed to you
- Search providers by name or enter your zip code and click on "Dental"

▶ When you call the dentist's office to schedule an appointment, let them know you have HPSM Dental as your dental insurance.

LANGUAGE ASSISTANCE SERVICES FOR YOU

To make good decisions about your health, you need to understand what your provider is saying. You also need to know about the services your benefits cover. The following language assistance services are available to you at no cost:

- **Interpreter services** are available 24 hours a day, 7 days a week by phone, by video or in person (for special cases). Use them whenever you get health care (like talking to your provider, making appointments or calling HPSM). Learn more at www.hpsm.org/member/language-services.
- **Translated benefit information** like your Member Handbook, Annual Notice of Change and more are available online at www.hpsm.org/member/resources. If you want this information in another language, or printed and mailed to you, call or email Member Services or the CareAdvantage Unit.
- **Translated letters** from HPSM (like provider changes or authorizations) can be prepared in your preferred language by request. Call or email Member Services or the CareAdvantage Unit.



Our goal is to provide quality language services. If you are unhappy with the language services you receive, you can file a complaint online, by phone or in writing. Filing a complaint will not affect your benefits. For more information, contact Member Services or the CareAdvantage Unit or visit www.hpsm.org/member/file-a-complaint.

Contact HPSM

**Medi-Cal, HealthWorx HMO
and ACE members:**
call Member Services at
1-800-750-4776 or
650-616-2133
Monday through Friday
8:00 a.m. to 6:00 p.m.

CareAdvantage members:
call the CareAdvantage Unit at
1-866-880-0606 or
650-616-2174
Monday through Sunday
8:00 a.m. to 8:00 p.m.

TTY: dial **1-800-735-2929** or **7-1-1**
Email: customersupport@hpsm.org

STAY UP TO DATE WITH CANCER SCREENING TESTS

Cancer screening tests save lives. Getting screened can help your primary care provider (PCP) find abnormal cells or cancer at an early stage before symptoms appear. When cancer is found early, it may be easier to treat or cure. That is why it is important to get screened.

Here is a schedule of when to get recommended cancer screening tests:

Cancer screenings	Age	Recommendations
Cervical cancer screening The HPV test looks for the human papillomavirus. A Pap test helps find abnormal cells early so they can be treated before cancer grows. Learn more at www.cancer.org/cancer/cervical-cancer/detection-diagnosis-staging/screening-tests.html .	21-24 years	Ask your PCP when to get your first screening
	25-65 years	Ask your PCP which screening to get: <ul style="list-style-type: none"> • Pap test only: Test every three years until age 65 • HPV test only: Test every five years until age 65 • Pap test with HPV: Test every five years until age 65
Breast cancer screening A mammogram is used to find lumps in the breasts before they can even be felt. Learn more at www.cdc.gov/cancer/breast/basic_info/screening.htm .	40-50 years	Ask your PCP about your specific breast cancer risks and when to get your first mammogram
	50-75 years	Get a mammogram every one to two years
Colorectal cancer screening Different screening tests are used to find early signs of colorectal cancer. Learn more at www.cdc.gov/cancer/colorectal/basic_info/screening/tests.htm .	45-50 years	Get your first colorectal cancer screening: ask your PCP how often you should be screened and which test to get
	50-75 years	Continue to get screened: ask your PCP how often you should be screened and which test to get

► **Contact your PCP to schedule your next visit today!** At your visit, ask your PCP which screening tests you are due for.

SPECIAL EDITION MEMBER NEWSLETTERS

HPSM is committed to helping you **Be Healthy**. Check out our new “Be Healthy” series of member newsletters. They are an easy-to-use guide to specific health issues with tips and resources. They are available in multiple languages. Here are our first two issues:



The Diabetes Newsletter has tips on taking care of diabetes, a diabetes control checklist and more.



The Quit Tobacco Newsletter explains the benefits of quitting tobacco with six steps to building a quit plan and more

► Download PDFs of these newsletters by going to www.hpsm.org/member/health-tips and choosing the topic you want to learn about. To have print copies mailed to you, call the Health Education Unit at **650-616-2165**. We'll let you know when new “Be Healthy” newsletter issues come out!

PROTECT YOUR CHILD FROM LEAD POISONING

There is no level of lead that is safe for children. Even small amounts of lead have been shown to reduce learning ability and attention span. Children can be exposed to lead in multiple ways, such as:

- Living in a home built before 1978 containing lead-based paint
- Swallowing paint chips or breathing in lead dust (especially during home repairs)
- Chewing on toys, jewelry or other items containing lead
- Playing in soil containing lead
- Touching the skin, work clothes or shoes of a family member who works with lead-based products

TO PROTECT CHILDREN FROM LEAD POISONING:

- ✓ Regularly wash your child's hands, pacifiers and toys
- ✓ Take off your shoes or wipe soil off your shoes before entering your home
- ✓ Repair chipping or peeling paint in your home
- ✓ Regularly wet mop areas around your home where your child plays
- ✓ If you work with lead-based products, shower and change your clothes before going home

ONCE YOUR CHILD IS TESTED FOR LEAD: ask their PCP for the test result and to explain what they mean. If your child's blood lead level is high, work with their PCP to make a plan for follow-up tests and visits.



- ✓ Talk to your child's primary care provider (PCP) about getting your child tested for lead
 - A blood test is the only way to know if your child has been exposed to lead
 - Children should be tested at one, two and three years old
 - Get your home checked for lead, which is a service provided by San Mateo County's Lead Prevention Program: learn more at www.smchealth.org/leadpoisoning

CALL YOUR CHILD'S PRIMARY CARE PROVIDER (PCP) TO SCHEDULE A WELL-CHILD VISIT

It is important to take your child to their PCP for regular check-ups to help your child stay healthy. These "well-child visits" allow the PCP to check your child's physical and mental health, and address any health concerns early on. They also give you the chance to ask questions about your child's health. During a well-child visit, your child's provider will:

- ✓ Examine your child's body
- ✓ Give vaccines your child is due for
- ✓ Track growth and development (check weight, height and how your child plays, learns, speaks, acts and moves)
- ✓ Do screenings based on your child's age (checking hearing, vision and/or for potential lead exposure)
- ✓ Share advice on healthy eating, exercise, safety and mental health
- ✓ Refer your child to specialists if needed

Use these tips to get the most out of your child's well-visit:

1. Prepare a list of questions or concerns about your child's health. Bring your list to your visit along with any forms you need your provider to complete for school or sports.
2. Bring any documentation you think your child's provider should be aware of, like:
 - Vaccination record
 - Results from school health screenings
 - Discharge paperwork (if your child had a recent urgent care, emergency room or hospital visit)
3. Schedule your child's next well-visit before you leave the provider's office

▶ Together, you and your child's PCP can help your child stay healthy! Learn more at www.hpsm.org/health-tips/child-health.