

# HEALTHmatters

HPSM's newsletter for members with tips on healthy living and how to get the most out of your benefits. If you have questions about specific content that may affect your health, please contact your health care provider.

Marketing & Communications

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 **HealthPlan**  
**OF SAN MATEO**  
Healthy is for everyone

FALL 2021

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**NEW DENTAL BENEFIT  
FOR MEDI-CAL &  
CAREADVANTAGE  
MEMBERS STARTS  
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**NEW PROCESS FOR MEDI-CAL  
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**HELLO FROM  
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# HPSM NEWS & PROGRAMS

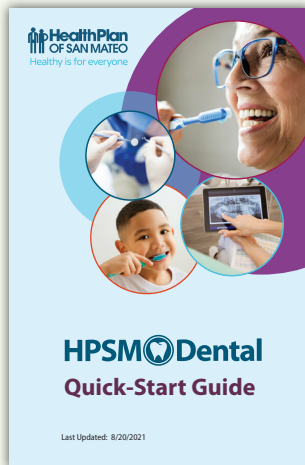
## HPSM Dental








### NEW DENTAL BENEFIT FOR MEDI-CAL & CAREADVANTAGE MEMBERS STARTS JANUARY 1, 2022

Good news! Starting January 1, 2022, dental benefits for Medi-Cal eligible residents of San Mateo County will be managed by HPSM through a new program called **HPSM Dental**. So, if you are an HPSM Medi-Cal or CareAdvantage member:

- Your dental benefits will be managed locally by HPSM
- You will only need to call one phone number for information about both your health care and dental care
- You will only need one ID card to use your health care and dental benefits

To help members understand this change, we will mail HPSM Dental quick-start guides to all households with Medi-Cal and CareAdvantage members. We have also put the same information on our website at [hpsm.org/member/hpsm-dental](https://hpsm.org/member/hpsm-dental). The booklet and webpages cover these topics:



-  **How to start using your dental plan**
-  **How to choose a dentist from HPSM's network**
-  **Benefits of getting dental care**
-  **Available dental services**
-  **What to expect when you visit the dentist**
-  **How to get help in other languages**
-  **Appeals and complaints**

If you have questions about this change after reading the information in the booklet or online, check your Member Handbook or contact HPSM:

#### Medi-Cal members

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

Local: **650-616-2133**

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

Open Monday to Friday  
from 8:00 a.m. to 6:00 p.m.

Email: [CustomerSupport@hpsm.org](mailto:CustomerSupport@hpsm.org)

#### CareAdvantage members

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

Local: **650-616-2174**

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

Open Monday to Sunday  
from 8:00 a.m. to 8:00 p.m.

Email: [CustomerSupport@hpsm.org](mailto:CustomerSupport@hpsm.org)



## NEW PROCESS FOR MEDI-CAL MEMBERS' DRUG BENEFITS STARTS JANUARY 1, 2022

**Medi-Cal members: starting on April 1, 2021, your drug benefits will be handled differently.** The State of California, through the Department of Health Care Services (DHCS), has changed how pharmacy benefits for Medi-Cal members will be handled. This new pharmacy benefit is called "Medi-Cal Rx". DHCS has made this change in order to place all Medi-Cal benefits under one statewide delivery system.

A new contractor, Magellan Medicaid Administration, Inc. (Magellan) will work with DHCS to provide coverage for all Medi-Cal drug benefits. This change will also apply to drug benefits for the California Children's Services (CCS) program.

Your Medi-Cal eligibility and other benefits managed by HPSM will not change. The only change will be to how your drug benefits are managed. Also, you will get a new HPSM member ID card in the mail with Medi-Cal Rx contact information on it.

**Medi-Cal Rx is only for Medi-Cal members**

HPSM will continue to manage CareAdvantage, HealthWorx HMO and ACE members' drug benefits

### HOW TO GET READY FOR THIS CHANGE

- ✓ Make sure you have your Medi-Cal Benefits Identification Card (BIC)
- ✓ Check the Medi-Cal Rx list of medications
- ✓ Check to see if your pharmacy accepts Medi-Cal Rx

### LEARN MORE

- Make sure you read the materials DHCS has already sent you about Medi-Cal Rx
- Visit DHCS's Medi-Cal Rx website at [medi-calrx.dhcs.ca.gov/home](https://medi-calrx.dhcs.ca.gov/home)
- Visit HPSM's Medi-Cal Rx website at [hpsm.org/medi-cal-rx](https://hpsm.org/medi-cal-rx)

# MEMBER RESOURCES

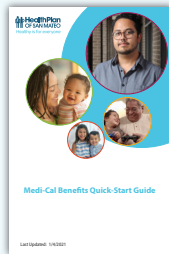
## NEW MATERIALS FOR MEMBERS

HPSM is always finding new and better ways to help you, our members, get the most out of your health care benefits. We created these new member materials with that in mind.

### QUICK-START GUIDES FOR NEW HPSM MEMBERS

[hpsm.org/quick-start-guides](https://hpsm.org/quick-start-guides)

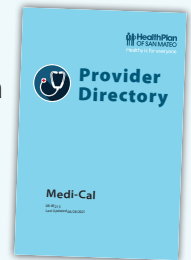
Beginning July 1st, HPSM started sending new members a Quick-Start Guide in their welcome packet. This booklet is designed to make it easy for members to start using their benefits right away. It has clear step-by-step instructions, benefit breakdowns and specific contact information. The Quick-Start Guide isn't just for new members though! Even if you are already an HPSM member, it can help you get to know your benefits.



### 2021 MEDI-CAL MEMBER MATERIALS

[hpsm.org/mc-manuals](https://hpsm.org/mc-manuals)

In July, all Medi-Cal members should have received a notice about updated member materials, including the 2021/2022 member handbook, drug formulary and provider directory. All are available on HPSM's website in English, Spanish, Chinese, Tagalog and Russian. Members can also request that printed materials be mailed to them. To get materials by mail, select the materials you want on the Materials Request Form you receive with your packet and mail it to HPSM. Or you can request printed materials by emailing [Customer.Support@hpsm.org](mailto:Customer.Support@hpsm.org).



### NEW MEMBER ID CARDS

On July 1st, HPSM introduced new ID cards for Medi-Cal, HealthWorx and ACE members. These cards were sent to new members and members who asked for a replacement card. Current members can use the card they have, but both the old and new cards will work to get health care. **If you already have an ID card, do not call HPSM to request a new one.** The main difference is that the old ID cards included the name of the member's primary care provider (PCP). The new cards do not have the member's PCP listed. 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 can just call Member Services. CareAdvantage members will still have their PCP's name listed on their ID cards.

### COVID-19 VACCINE SAFETY MATERIALS

[hpsm.org/covid-19/vax](https://hpsm.org/covid-19/vax)

To end the COVID-19 pandemic, we need more people to get vaccinated. But some still have doubts about the vaccine. HPSM's vaccine safety booklet, flyer and web pages explain why getting vaccinated is the best choice you can make for your health and the health of others.



Old ID cards



New ID cards



# WHEN YOUR STATE MEDI-CAL CHANGES TO HPSM MEDI-CAL

Medi-Cal is California's Medicaid health care program. HPSM manages the Medi-Cal benefits in San Mateo County. If you are eligible for Medi-Cal, you will start with California State Medi-Cal for a few weeks. Then you will become an HPSM Medi-Cal member and get an HPSM ID card in the mail. The number of weeks depends on when the County approves your Medi-Cal application. While the process sometimes happens more quickly or slowly than the timeframes shown below, here's how it works:


If your Medi-Cal was approved...	Weeks 1 - 4	Weeks 4 - 8	Weeks 9+
during the first three weeks of the month...	State Medi-Cal	HPSM	
after the third week of the month...	State Medi-Cal		HPSM




Questions? Call:	State Medi-Cal <b>1-800-541-5555</b>	HPSM Medi-Cal <b>1-800-750-4776</b> (after the 4th week)
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# FIND FOOD PROGRAMS IN SAN MATEO COUNTY WITH HPSM'S NEW GUIDE


San Mateo County has many great resources to help people get nutritious food for free or at reduced cost. To help our members find the local food programs they may need, HPSM created a **Guide to Food Assistance Programs**. The guide lists programs by these categories:

 **Financial aid**  
helps eligible people pay for food they buy


 **Food delivery services**  
bring food to those who cannot get to the store

 **Food pantries**  
give free groceries to people who need them

 **Food pickup events**  
provide free bagged groceries

 **School nutrition programs**  
offer free or low-cost meals to qualified students

 **Shelters**  
give people in need a place to stay as well as food

 **Sit-down meal programs**  
serve free or low-cost hot meals on a regular basis

See HPSM's Guide to Food Assistance Programs online at [hpsm.org/food-assistance](https://hpsm.org/food-assistance)

# MEMBER RESOURCES

## GET TO KNOW YOUR BENEFITS

HPSM's member materials explain what health care benefits you have, how to use them and other details. You can download and view or print copies online at [hpsm.org/member/resources/handbooks](https://hpsm.org/member/resources/handbooks). HPSM's member materials cover such topics as:



### Benefits, services & drugs

- What services and drugs your health plan covers and doesn't cover
- If you have to pay a co-pay
- How to submit claims for covered benefits (if needed)
- Your rights and responsibilities as an HPSM member



### Access to care

- How to get care when you need it, day or night, including in an emergency in and outside of San Mateo County
- How to get health care services and medications
- How to get information and services in your preferred language



### Providers

- How to select a PCP
- Details about in-network and out-of-network care
- How to find information about network providers (including primary care providers, specialty providers, mental health providers and hospitals)



### Appeals & complaints

- How to submit an appeal when HPSM denies a service
- Details about HPSM's appeals review process
- How to submit complaints
- How we decide whether to cover new technology as a benefit

## HPSM'S MEMBER MATERIALS COME IN DIFFERENT FORMATS

**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, you can go online to [hpsm.org/member/resources/handbooks](https://hpsm.org/member/resources/handbooks). A printed copy of the Member Handbook, including your rights and responsibilities, can be requested by phone or by emailing [CustomerSupport@hpsm.org](mailto:CustomerSupport@hpsm.org).

**Provider Directory** — The listing of all providers in HPSM's network, including doctors, specialists and pharmacies. To find a provider near you, search the online Provider Directory (updated weekly) at [hpsm.org/directory-search](https://hpsm.org/directory-search). You can request a printed copy of the Provider Directory by phone or by emailing [providerdirectoryrequests@hpsm.org](mailto:providerdirectoryrequests@hpsm.org).

**Formulary** — A list of covered drugs and information on how to use your drug coverage. To find out if a drug is in the Formulary, check the searchable Formulary (updated monthly) at [hpsm.org/drug-search](https://hpsm.org/drug-search). You can also request a paper copy of the Formulary by phone or by emailing [formularyrequests@hpsm.org](mailto:formularyrequests@hpsm.org).

## GET YOUR FREE DIGITAL COVID-19 VACCINE RECORD

If you got the COVID-19 vaccine, you can now get your free digital vaccination record online. It's easy and only takes a minute! Just go to the State of California's portal at [myvaccinerecord.cdph.ca.gov](https://myvaccinerecord.cdph.ca.gov) and enter a few details. Then you will get a link by text or email. Click on it to get your official digital vaccination record. You can use this as proof that you were vaccinated for COVID-19.



## HPSM'S MEMBER MATERIALS COME IN DIFFERENT LANGUAGES

If you speak a language other than English, you can get materials for free in other formats, such as large print, braille and/or audio. Phone-based language assistance services are also available to you free of charge. Learn more at [hpsm.org/language-services](https://hpsm.org/language-services).

### Call HPSM Customer Support:

- To order printed copies and copies in other formats
- If you have questions about HPSM's member materials (including the formats and languages you can get them in)

#### Medi-Cal / HealthWorx HMO / ACE members

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 from 8:00 a.m. to 6 p.m.

#### CareAdvantage members

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 from 8:00 a.m. to 8 p.m.

## PREPARE FOR PG&E PUBLIC SAFETY POWER SHUTOFF (PSPS) EVENTS

- ✓ **Build or restock an emergency kit** Include food, water, flashlight, first aid kit, cash, a battery-operated radio and a phone charger that does not need an electrical outlet.
- ✓ **Sign up for PG&E alerts** Call **1-866-743-6589** or visit [prepareforpowerdown.com](https://prepareforpowerdown.com). PG&E will alert you in case of a planned power shutoff.
- ✓ **Make an emergency phone contact list** Include your family, friends, primary care provider, pharmacy and the California Health Emergency Hotline (**1-833-284-3473**).
- ✓ **Create an emergency power plan for your medical devices** Read your user manuals or contact the manufacturer to find out if your devices work with batteries or a generator. You can also contact PG&E. Visit [pge.com/medicalbaseline](https://pge.com/medicalbaseline) or call **1-800-743-5000**. TTY: **7-1-1**.
- ✓ **Keep an up-to-date list of all prescription medications** Include name, dosage amounts and known allergies.
- ✓ **For medications that require refrigeration** Ask your pharmacist whether you need a replacement or refill. Many medications are stable at room temperature for a few days.
- ✓ **If you have questions about your HPSM coverage**, please call us:
  - 📞 Medi-Cal, HealthWorx HMO and ACE members: **1-800-750-4776** or **650-616-2133**
  - 📞 CareAdvantage members: **1-866-880-0606** or **650-616-2174**
  - 📞 TTY users: **1-800-735-2929** or dial **7-1-1**

# HEALTH AND WELLNESS

## HPSM'S POPULATION HEALTH MANAGEMENT (PHM) PROGRAM

### ASTHMA OUTREACH PROGRAM

This program is for members diagnosed with asthma. It helps them avoid preventable attacks. HPSM's Health Promotion staff calls members to:

- Remind them to fill and pick up their asthma prescriptions from the pharmacy
- Point out the value of using controller inhalers as prescribed to manage asthma symptoms
- Encourage them to call their primary care provider (PCP) if they have any questions about their asthma

Members with asthma who have not filled some or all their controller inhaler prescriptions are enrolled. To opt out of the program, call HPSM's Health Promotion Unit at **650-616-2165**. To learn more, visit [hpsm.org/asthma](https://hpsm.org/asthma) or call **650-616-2165**.

HPSM refers our pediatric members to the county home visiting asthma program. Members can enroll in or opt out of the program when the County contacts them for the first time. To find out more about this program, call HPSM's Health Promotion Unit at **650-616-2165**.



### BABY + ME PROGRAM

All pregnant women and new moms are eligible for this program. Baby+Me promotes timely care and health for the mother and baby, from the start of pregnancy to birth and beyond. As part of the program, HPSM's Health Promotion staff also offers referrals to community resources for pregnant women, new moms and their families. Plus, participants can earn up to \$100 in Target GiftCards™ for going to two appointments.

- Participants who visit their provider within the first 12 weeks of pregnancy get a \$50 Target GiftCard™
- Participants who visit their provider between 1 and 12 weeks after having their baby get a \$50 Target GiftCard™

Eligible members can sign up for the Baby+Me program at [hpsm.org/baby-and-me](https://hpsm.org/baby-and-me). Or they can call HPSM's Health Promotion Unit at **650-616-2165** to join or opt out.

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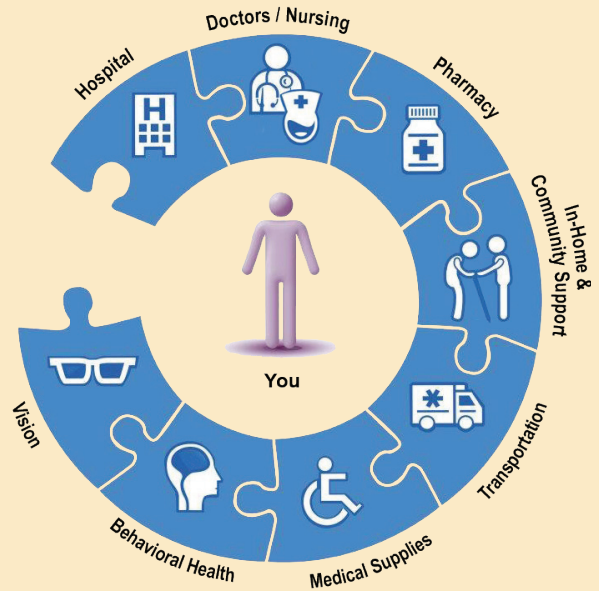
HPSM's PHM Program helps our members be healthy. As part of PHM, we offer several special support programs. Here is a look at how these programs help members reach their health goals.

## CARE TRANSITIONS

This is an outreach program available to members who have stayed in the hospital and are being sent home. After the member returns home, a Care Transitions Coach can help them follow the plan for their care so that they can stay out of the hospital. The coach:

- Works with the member's case manager and social worker on their care plan
- Helps the member get care from their primary care provider (PCP)
- Tells the member's family about what kind of care the member may need

A Care Transitions Coach either visits eligible members in the hospital or calls them at home after their stay to ask if they want to join the program. Members can opt in or out at that time.



## COMPLEX CASE MANAGEMENT

Complex Case Management is a program for members with multiple chronic conditions and limitations (such as sight impairment and mobility limitations). This program aims to help members:

- Get the care they need
- Reach their health goals
- Get emotional and social support

It also helps connect members with plan programs, community resources and healthcare providers. The HPSM Case Manager, the member and their primary care provider (PCP) work together in this program. This helps the member move towards reaching their health goals. A Case Manager works with the member and their authorized representatives to:

- Identify and prioritize their problems, goals and interventions
- Identify barriers and develop a solution-focused care plan
- Refer them to helpful resources
- Assist members in managing complex health issues or critical events
- Develop a follow up schedule within specific time frames

A Case Manager calls eligible members to ask if they want to join the program. Members can opt in or out at that time. To learn more, visit [hpsm.org/cc](https://hpsm.org/cc) or call 650-616-2060.

# HEALTH AND WELLNESS

## TAKE THESE STEPS TO MANAGE HYPERTENSION (HIGH BLOOD PRESSURE)

High blood pressure can lead to serious health problems such as heart disease and stroke. Managing high blood pressure can lower your risk for these health problems. Follow these steps to manage high blood pressure:

- ✓ Visit your primary care provider (PCP) regularly
- ✓ Take your high blood pressure medication as instructed by your PCP
- ✓ Measure your blood pressure as instructed by your PCP
- ✓ Make these lifestyle changes to help lower your blood pressure:
  - Get regular physical activity
  - Eat healthy: make sure to also limit salt and alcohol
  - Keep a healthy weight
  - Get enough sleep
  - Do not smoke



### Do you need a blood pressure monitor?

HPSM covers blood pressure monitors for eligible members as part of the Durable Medical Equipment (DME) benefit. If you need a blood pressure monitor, talk to your PCP.

1. Your PCP will need to provide you with a prescription for the blood pressure monitor.
2. Your PCP will send the prescription to your pharmacy or DME vendor. Or you can take the prescription to your pharmacy or DME vendor.

## GET HELP TO QUIT SMOKING OR VAPING!

The use of tobacco or e-cigarettes (vaping) can harm your health and is unsafe at all ages. Smoking causes chronic diseases such as cancer, heart disease and lung disease. Research also suggests that smokers are at higher risk of severe reactions to COVID-19. To learn more, visit the World Health Organization website at [tinyurl.com/wza2xu56](https://www.tinyurl.com/wza2xu56).

### HPSM and Kick It California can help you quit

HPSM covers lozenges, gum, pills, patches, inhalers and nasal sprays to help you quit. Ask your health care provider which one will work best for you.

The California Smokers' Helpline became **Kick It California** on September 1<sup>st</sup>! It has a new logo and website as well as new phone numbers and social media accounts.



If you smoke or vape, Kick It California can help you quit. Kick It California can assist with free support through phone coaching and a texting program that includes daily reminders. Call today!

- English: **1-800-300-8086** or text "Quit Smoking" or "Quit Vaping" to 66819
- Spanish: **1-800-600-8191** o Mande "Dejar de Fumar" o "No Vapear" to 66819
- Chinese: **1-800-838-8917**
- Korean: **1-800-556-5564**
- Vietnamese: **1-800-778-8440**

For more information visit [kickitca.org](https://kickitca.org)

# MAKE GETTING THE FLU VACCINE A PRIORITY THIS YEAR



## Why should I get the flu vaccine?

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

## How do I get the flu vaccine?

HPSM makes getting your flu vaccine easy. Just visit your health care provider or pharmacy. Be sure to bring your HPSM member ID with you.

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

**1-833-846-8773**

## STOP GERMS FROM SPREADING!

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

## STAY HOME IF YOU ARE SICK!

Even when your fever is gone, it is best to stay home for at least 24 hours (except to get medical care).

## ASK YOUR HEALTH CARE PROVIDER ABOUT OTHER VACCINES, TOO!

- Ask your health care provider if you need the pneumonia vaccine. The pneumonia vaccine helps protect you from common bacteria that causes pneumonia. You can get the vaccine from your health care provider or pharmacy.
- If you have not gotten the COVID-19 vaccine yet, visit [hpsm.org/covid-19-vax](https://hpsm.org/covid-19-vax) to learn where you can get vaccinated. Talk to your health care provider before you get the COVID-19 vaccine if you plan to get other vaccines around the same time.

# HOUSING IS KEY: COVID-19 RENT RELIEF

If you were not able to pay rent between April 2020 and March 2021 due to money or health issues, California's COVID-19 Rent Relief program may be able to help. Landlords can get reimbursed for 80% of eligible renters' unpaid rent for that one-year period. The program does not ask people about their citizenship status. Renters and landlords can apply. Learn more and apply at [housing.ca.gov](https://housing.ca.gov).





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



## HELLO FROM HPSM'S NEW CHIEF MEDICAL OFFICER

My name is Dr. Chris Esguerra, and I am HPSM's new Chief Medical Officer (CMO). I was HPSM's Behavioral Health Director and Deputy Chief Medical Officer from 2014 to 2016. I know how hard HPSM works to make sure members get the care they need, so I am happy to be back in this new role.

As a psychiatrist, I focus on people's physical and emotional well-being. I bring that view to my work as CMO. My key goals are to:

- Help members get the medical, psychological and social support they need to be healthy
- Work with HPSM's providers and local partners to strengthen our community's health
- Use data to improve our members' health care experience and help create new programs

As HPSM's CMO, your health is my top priority. That is why I urge you to get the COVID-19 vaccine if you have not already. It can help you stay safe and protect those you love. Please make your vaccination appointment at [hpsm.org/covid-19-vax](https://hpsm.org/covid-19-vax) today.

Sincerely,

Chris Esguerra, MD, MBA, FAPA, CHCQM  
HPSM Chief Medical Officer