



HealthWorx HMO Benefits Quick-Start Guide



801

WELCOME TO HEALTH PLAN OF SAN MATEO (HPSM)

Welcome to the Healthworx HMO program for City of San Mateo employees. HPSM is committed to helping manage your health care by:

- Paying for your health care services and prescription drugs
- Giving you access to a large network of doctors — from primary care physicians (PCPs) and specialists to clinics and hospitals
- Helping you find other health care services you may qualify for and need

This guide will help you start using your HealthWorx HMO benefits and other HPSM services. An interactive online version is available on HPSM's website at hpsm.org/hw-guide. More information can be found online at hpsm.org/HealthWorx.

You can also order print copies of the HealthWorx HMO Summary of Benefits and Evidence of Coverage manuals by mailing the business reply card included with your Welcome Packet. If you have questions about your benefits or anything in this guide, call HPSM Member Services at **650-616-2133** or **1-800-750-4776**. TTY: call **1-800-735-2929** or **7-1-1**. Representatives are available Monday to Friday from 8am to 6pm. You can also email at CustomerSupport@hpsm.org.

INSIDE THIS GUIDE

PAGE 4 

FIVE STEPS TO A HEALTHY START!

PAGE 5 YOUR MEMBER ID CARD



PAGE 6 YOUR BENEFITS & SERVICES

- Health care
- Medication
- And more!

| | |
|---------------------------------------|-------------|
| | PAGE |
| MENTAL HEALTH, DENTAL AND VISION CARE | 9 |
| NONDISCRIMINATION NOTICE | 10 |
| INFORMATION IN DIFFERENT LANGUAGES | 11 |

HOW TO CONTACT HPSM

Call HPSM Member Services if you:

- Have questions about your benefits or anything in this guide
- Want help finding a doctor or getting an appointment
- Are dissatisfied with the quality of care or service you receive
- Would like to request printed member materials

| | | |
|---------------------|-----------------------|---------------------------------------|
| Local | Toll-free | TTY |
| 650-616-2133 | 1-800-750-4776 | 1-800-735-2929 or 7-1-1 |

FIVE STEPS TO A HEALTHY START!

As a member of HPSM's HealthWorx HMO program, you have access to a wide range of health care benefits and services. Want to start using them? Just take these five simple steps!

1

Sign up for the Member Portal at hpsm.org/member-portal-login.

Then you can select your primary care provider (PCP), update your address and phone number, check your immunization records and more.

2

Choose a primary care provider (PCP). This doctor will lead your care team. If you need to see a specialist, they will give you a referral. To choose a PCP, use our online Provider Directory at hpsm.org/findprovider.

3

Call your PCP to schedule an appointment within the next two months.

Do this even if you are healthy. Your PCP will give you a health exam to review your health concerns and find out what kind of care you need.

4

Find out how to get your medications. Search our online formulary at hpsm.org/hw-drugs or ask a pharmacist. If your medications need prior authorization, call your doctor to get the authorization.

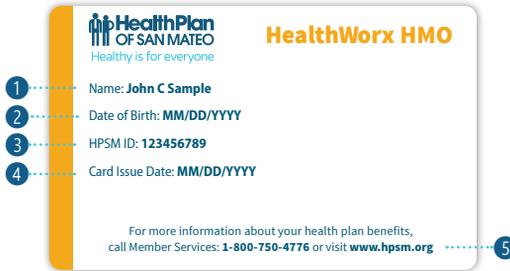
5

Find out how to get your medical supplies. If you use durable medical equipment (DME), talk to your doctor to see if you need prior authorization. Or call HPSM Member Services (see page 1 for contact information).

YOUR MEMBER ID CARD

Your **HPSM HealthWorx HMO ID Card** is proof of your HPSM membership. Key information includes:

FRONT



- 1 Member name
- 2 Date of birth
- 3 Member ID number
- 4 Card issue date
- 5 Member Services phone number

BACK



- 1 Emergency instructions
- 2 Nurse Advice Line phone number
- 3 Mental Health Services phone number
- 4 Drug benefits contact info

HPSM BENEFITS

HPSM gives you access to a full range of health care benefits and services.

Below is an overview of what you get. Check our website at hpsm.org/healthworx, where you can also:

**FIND A NETWORK
DOCTOR OR FACILITY**

using our
Provider Directory

hpsm.org/findprovider

**LEARN ABOUT YOUR
DRUG BENEFITS**

and search for drugs
covered by your plan

hpsm.org/hw-drugs

**GET MORE DETAILS ABOUT
YOUR HEALTHWORX HMO
BENEFITS**

in the Evidence of Coverage

hpsm.org/hw-eoc

**GET INFORMATION
IN YOUR LANGUAGE**
with interpreters, translated
materials & alternative formats

see page 9



HPSM covers many services, including:

- Doctor and hospital visits
- Prescription drugs
- Long-term care in skilled nursing facilities
- Preventive health exams, screenings, tests and immunizations
- Pregnancy and maternity care
- Dental and eye care (only for IHSS workers)
- Medical emergencies: call **9-1-1** or go to the nearest ER



Prescription Drugs

HealthWorx HMO covers brand and generic medications that are prescribed by your doctor. In general, HealthWorx HMO only covers prescriptions that are filled by network pharmacies. But out-of-network drugs may be covered in certain situations.



Costs

Monthly premium

HealthWorx HMO members pay a monthly fee. The amount is determined by their employer.

Co-pays

Some services have a co-pay and others have no co-pay:

- Pregnancy and maternity care – \$0
- Doctor and hospital visits (such as medically necessary home visits) – \$5
- Emergency room visits – \$25

PROGRAMS & SERVICES

Nurse Advice Line

1-833-846-8773 toll-free — open 24 hours a day, 7 days a week

Registered nurses are on hand to answer questions about your symptoms. They can tell you how urgently you need to see a doctor and may give you advice for self-care at home.

More information: hpsm.org/member/nurse-advice-line

Care Coordination program

The Care Coordination Program helps get your doctors and HPSM all working from the same plan in order to help provide you with the focus and support you need to stay healthy. Your personal Case Manager helps you set health goals and make a plan for achieving them.

More information: Call **650-616-2060** or visit hpsm.org/member/care-coordination

Health Education Unit

The Health Education Unit provides information on a range of topics such as:

- How to quit tobacco and other similar products.
- Managing your diabetes, asthma, blood pressure and more.
- The Baby+Me program, which connects pregnant women and new moms to support services, such as Women, Infants, and Children (WIC), Black Infant Health (BIH), and more. Participants can get \$100 in Target GiftCards™ for attending two doctor's appointments.

More information: Call **650-616-2165** or visit hpsm.org/healthtips

The Bullseye Design, Target and Target GiftCard are registered trademarks of Target Brands, Inc. Terms and conditions are applied to gift cards. Target is not a participating partner in or sponsor of this offer.

Free interpreter services

If your doctor does not speak your language, interpreter services are available by phone and video. Just ask your doctor to call an interpreter during your visit. In special cases, an interpreter can go to the visit with you.

More information: hpsm.org/member/language-services

Doctor's visits by phone or video

Many providers can give you advice over the phone or see you by video. Telephone and video visits are fully covered by HPSM. Call your primary care provider (PCP) to check if they provide telephone or video visits.

More information: hpsm.org/member/healthworx/where-can-i-get-care

Mental health and substance use

Covered by: San Mateo County Behavioral Health and Recovery Services (BHRS). Call for information about mental health providers and other specific mental health services. You can also talk to your PCP about mental health and substance use disorders issues; they will then work with BHRS to get you the help you need.

More information: Call **1-800-686-0101** TTY: **1-800-943-2833** or visit smchealth.org/bhrs

Dental and eye care

Covered by: Service Employees International Union, Local 521 (only for IHSS workers).

More information: Call **1-800-322-6384** TTY: **1-800-842-6635** or visit seiu521.org

Health Plan of San Mateo Nondiscrimination Notice

The Health Plan of San Mateo (HPSM) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HPSM does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

HPSM:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Member Services.

If you believe that HPSM has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Member Services
801 Gateway Blvd., Suite 100
South San Francisco, CA 94080

Toll Free: **1-800-750-4776**
Local: **650-616-2133**
TTY: **1-800-735-2929**
Fax: **650-616-8581**

You can file a grievance in person or by mail, fax, or phone. If you need help filing a grievance, CareAdvantage Unit staff are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services **1-800-368-1019, 800-537-7697** (TDD)
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at hhs.gov/ocr/office/file/index.html

English

ATTENTION: If you speak other languages other than English, language assistances services, free of charge, are available to you. Call **1-800-750-4776 (TTY: 1-800-735-2929)**.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-800-750-4776** (رقم هاتف الصم والبكم: **1-800-735-2929**)

Armenian

Ուշադրություն: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական օջակցության ծառայություններ: Ձանգահարեք **1-800-750-4776 (TTY: 1-800-735-2929)**:

Cambodian

ប្រយ័ត្ន: បរិស័ទជាអ្នកនិយាយភាសាខ្មែរ, សវោជន្មយជូនកែតាសាដោយមិនគិតលុន្នល គឺអាចមានសវាប់បរិស័ទ។ ជូរ ទូរស័ព្ទ **1-800-750-4776 (TTY: 1-800-735-2929)**។

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-750-4776 (TTY: 1-800-735-2929)** 번으로 전화해 주십시오.

Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵੱਚਿ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-750-4776 (TTY: 1-800-735-2929)** 'ਤੇ ਕਾਲ ਕਰੋ।

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-750-4776** (телетайп: **1-800-735-2929**).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-750-4776 (TTY: 1-800-855-3000)**.

Chinese

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **1-800-750-4776 (TTY: 1-800-735-2929)**。

Farsi

توجه: اگر به زبان فارسی صحبت می کنید، سرویس های زبانی بصورت رایگان برای شما فراهم می باشد. با شماره **1-866-890-8506** (خط فک) تماس بگیرید. **1-800-735-2929**

Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **1-800-750-4776 (TTY: 1-800-735-2929)**.

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-750-4776 (TTY: 1-800-735-2929)** पर कॉल करें।

Japanese

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-750-4776 (TTY: 1-800-735-2929)** まで、お電話にてご連絡ください。

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-750-4776 (TTY: 1-800-735-2929)**.

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-750-4776 (TTY: 1-800-735-2929)**.

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-750-4776 (TTY: 1-800-735-2929)**.

Laotian

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າ, ຕ້ອງມາພ້ອມໄຫທານ. ໂທ **1-800-750-4776 (TTY: 1-800-735-2929)**.



Healthy is for everyone

801 GATEWAY BOULEVARD SUITE 100
SOUTH SAN FRANCISCO CA 94080



We have a vision that healthy is for everyone, and we fight to make that possible for you.

Founded in 1987, the Health Plan of San Mateo (HPSM) is a local non-profit health care plan that offers health coverage and a provider network to San Mateo County residents. HPSM improves the health of our members through high quality and preventive care.
hpsm.org