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.
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MENTAL HEALTH, DENTAL AND VISION CARE

NONDISCRIMINATION NOTICE

INFORMATION IN DIFFERENT LANGUAGES

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: 650-616-2133
Toll-free: 1-800-750-4776
TTY: 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](http://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](http://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](http://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 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

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In case of emergency, call 9-1-1 or seek appropriate emergency care. Emergency services do not require pre-authorization.

For information about Mental Health Services call 1-800-686-0101

24-Hour Nurse Advice Line: 1-833-846-8773 (toll free)

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Providers with a PIN can check member eligibility verification 24 hours a day at 1-800-696-4776, or online at www.hpsm.org

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Submit pharmacy manual claims to:
SS&C Health
Attn: Dept Customer #586
P.O. Box 419019
Kansas City, MO 64141
1-888-635-8362

Submit medical claims to:
HPSM Claims Department
801 Gateway Blvd, Suite 100
South San Francisco, CA 94080
HPSM Provider Line: 650-616-2106
Toll free: 1-833-MY-HPSM-1 (694-7761)
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

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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
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:
  o Qualified sign language interpreters
  o 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:
  o Qualified interpreters
  o 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](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html)
ATTENTION: If you speak other languages other than English, language assistance services, free of charge, are available to you. Call 1-800-750-4776 (TTY: 1-800-735-2929).
We have a vision that healthy is for everyone, and we fight to make that possible for you.

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