

Section 10

Health Education Program and Culturally & Linguistically Appropriate Services (CLAS)

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Introduction

At the Health Plan of San Mateo (HPSM) we believe that healthy is for everyone. We offer a variety of resources to help our members learn how to live well and be healthy. Topics include asthma, diabetes, weight management, pregnancy, and smoking cessation.

Physician Authority

No action of notice by Health Plan of San Mateo shall require a participating physician to provide to the Member, or order on behalf of the Member, Covered Services which, in the professional opinion of the physician, are not medically necessary. Participating physicians may freely communicate with Members who are patients about their treatment, regardless of benefit coverage and limitations. When a physician determines that a Member-requested service is not medically necessary, and if the Member does not agree with the PCP's decision, the Physician shall inform the Member of their appeal rights through Health Plan of San Mateo.

Health Education

Diabetes

Members recently diagnosed with diabetes or who are having difficulty following diabetes health guidelines can contact the Health Education department at (650) 616-2165 for information about classes or other resources available. To get more information about diabetes, members can go to our Health Education Guide online at <https://www.hpsm.org/health-information/diabetes>.

Baby + Me

Our prenatal and postpartum care program has been expanded and rebranded to the Baby+Me program. The program will continue to include our incentive for timely prenatal and postpartum care, we will also provide information on how mothers and their babies can receive more comprehensive care. The program will help connect our members to resources and education around:

- Maternal mental health
- Gestational diabetes
- Smoking cessation during pregnancy
- Immunizations
- Well care visits

For more information, call the Health Education department at (650) 616-2165.

Physical Activity

HPSM members who are interested in physical activity are referred to San Mateo County Park and Recreation Department programs. For more information, contact our Health Education department at (650) 616-2165.

Tobacco Cessation Services

Providers are required annually to identify and track all tobacco for each adolescent and adult member. They are also encouraged to refer members to the California Smokers Helpline. The Helpline educates and guides members through a process to help them quit and provides techniques to make their efforts successful.

California Smokers Helpline, (800) NO-BUTTS (800-662-8887)

Nicotine Replacement Therapies

HPSM covers all FDA-approved tobacco cessation medications for adults who use tobacco products. HPSM provides a 90-day supply of treatment medications without other requirements. This includes over-the-counter medications with a prescription from the provider. At least one FDA-approved tobacco cessation medication must be available without prior authorization. HPSM does not require members to receive a particular form of tobacco cessation service as a condition of receiving any other form of tobacco cessation service. HPSM does not require members to provide proof of counseling to a pharmacist, or other Medi-Cal provider in order to obtain tobacco cessation medications.

For more information call the Health Education department at (650) 616-2165 or see Tobacco Prevention and Cessation Documents & Resources at <https://www.hpsm.org/provider/resources/provider-qi-toolkit>

Health Education Materials

At HPSM, we place a great emphasis on primary prevention in all our work because we believe preventing a disease is the most effective way to keep a person healthy. Our Health Education Guide online offers a wide variety of health information and tips for staying healthy. Members can access our Health Education Guide online at <https://www.hpsm.org/health-information>. Topics covered include:

- Addiction and Recovery
- Alcohol and Drugs
- Asthma
- Depression
- Preventive Care
- Pregnancy
- Child Health
- Teen Health

- Diabetes
- Heart Disease and Stroke
- HIV and AIDS
- Alternative Care
- Exercise
- Self-Management Tools
- Sexual Health
- Older Adults
- Nutrition
- Weight Management
- Quit Smoking
- Vaping

For more information call the Health Education department at (650) 616-2165

Member Newsletter

Health Matters is HPSM's biannual member newsletter. It includes articles on a variety of topics to help keep our members healthy.

To view current and past issues of *Health Matters*, visit <https://www.hpsm.org/member/resources/newsletter>

Culturally and Linguistically Appropriate Services (CLAS)

The Health Plan of San Mateo (HPSM) is committed to delivering culturally and linguistically appropriate services to all eligible members with limited English proficiency (LEP) or sensory impairment. Understanding these requirements will help you meet federal and state requirements and provide quality care to our members.

Provider Responsibility

HPSM's CLAS Program complies with Title IV of the Civil Rights Act of 1964, which states, any agency, program or activity that receives funding from federal government may not discriminate on the basis of race, color, national origin, creed, ancestry, religion, language, age, marital status, health status, disabilities, gender, sexual orientation or gender identity.

HPSM requires its providers to offer culturally and linguistically appropriate services to our members. Visit www.hpsm.org/provider/resources/language-services to learn about our language assistance program.

Access to Interpreter Services

HPSM provides free telephonic, in-person and American Sign Language (ASL) to help you communicate with your LEP patients. Our telephonic interpreter services are provided through Certified Languages International (CLI) and is available in more than 200 languages 24 hours a day, 7 days a week. Our sign language interpreter services are available upon request; whereas, our in-person interpreter services are available under certain circumstances only.

Telephonic Interpreter Services

Steps to request an interpreter for a HPSM member:

1. Dial CLI at 1-800-225-5254.
2. Provide the CLI operator with the following information:
 - Access code: **64095**
 - Language needed
 - Provider office name
 - HPSM member name
 - HPSM member date of birth (DOB)
3. Start your conversation after the CLI operator connects you to an interpreter.

In-person Interpreter Services

In-person interpreters are available under certain situations only. If the request does not meet these listed criteria, please use our telephonic interpreter services.

- Sign language for the deaf and hard of hearing
- End of life issues
- Sexual assault/abuse or other sensitive issues
- Complex courses of therapy procedures including life-threatening diagnosis
- Other conditions by exception as determined by the Medical Directors

How to schedule an in-person interpreter (requires 5-days advance notice):

1. Complete the [In-person Interpreter Request Form](#)
2. Fax the completed form to HPSM's Quality Department at 650-616-8235.
3. Receive a confirmation from HPSM staff once your request is scheduled.

Services for Members with Disabilities

HPSM recognizes that our members with disabilities have specific needs in addition to their general medical needs. We provide services that are integrated within the daily activities of every department, such as:

- Access to TTY for our hard-of-hearing members
- Large-print materials for our visually impaired members
- Information on the physical accessibility of providers offices in our provider directory for our wheelchair-using members.

We also have a Care Coordination unit in our Health Services Department to assist our

members with complex chronic conditions to ensure they receive the care management they need to optimize their health outcomes. If you have HPSM members with disabilities who need additional services, please notify HPSM Care Coordination unit at 650-616-2060.