

Serving Seniors and Persons with Disabilities

Mission

To provide members with access to quality health care services delivered in a cost effective and compassionate manner.

Why is this important to you?

California Department of Healthcare Services (CDHS) requires Health Plan of San Mateo (HPSM) to conduct competency and sensitivity training to all network providers and their staff who come in contact with members who identify as seniors and/or persons with disabilities (SPD).

What is defined as a disability and/or functional limitation?

Disability may be physical, cognitive, mental, sensory, emotional, developmental or some combination of these. A disability may be present from birth or occur during a person's lifetime.

Functional limitations are difficulties completing a variety of basic or complex activities that are associated with a health problem. For example, vision loss, hearing loss, and inability to move one's legs are functional limitations.

Health Plan of San Mateo SPD Membership:

- 19.8% of HPSM's membership identify as SPD
- 70% who have disabilities live with two or more chronic conditions
- 30% of the SPD population also receive treatment for mental health conditions

When checking eligibility of your patients, aged / blind / disabled aid codes for SPD are:

10, 13, 14, 16, 17, 20, 23, 24, 26, 27, 36, 53, 60, 63, 64, 65, 66, 67, 1E, 1H, 2E, 2H, 6A, 6C, 6E, 6G, 6H, 6J, 6N, 6P, 6R, 6V, 6W, 6X, 6Y

How SPD members may have barriers to access and care

- **Physical Access** – the ability to get into a building or the area where healthcare services are offered
Areas of the office to consider: building entrances , restrooms , parking lots, doors, doorways and hallways, waiting areas and reception desk , drinking fountains and water coolers , elevators, posted signs , telephones, forms and documents
- **Communication Access** – the ability of the provider and member to communicate and understand the information asked and directions given
Methods of communication: Qualified ASL Interpreters, Relay service, Assistive listening device, Text message, Email, Captioning, Qualified readers, Audio recordings, Braille, Large print

An accommodation checklist was developed to help providers and office staff identify accommodation needs for SPD members. Please place checklist in medical record of patient for easy access and future use.

Here are some ways you may modify your office policies:

- Flexible appointment time
- Longer appointment time
- Providing assistance filling out forms
- Providing lifting assistance
- Providing print materials in alternative, accessible formats
- Allowing service animals

How the Health Plan of San Mateo can help you

- Assistance with arranging for Sign Language interpreters
- Methods for providing print materials in alternative formats
- Sources for equipment such as assistive listening devices, accessible weight scales, conversion of print material to Braille

Health education materials in alternate formats

Call Health Plan of San Mateo's Health Education Line at **650-616-2165** or visit www.hpsm.org for more information and resources:

- Accommodation Checklist
- Access to Medical Care for Individuals with Mobility Disabilities
- Communication with People who are Deaf or Hard of Hearing
- Information on Health Plan of San Mateo's Interpreter Services