

# 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

Mat Thomas, Editor

Peggie Van, Designer

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

Summer 2020




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*Stay home. Stay strong.  
Stay connected.*

# HPSM NEWS & PROGRAMS

## A SPECIAL MESSAGE FROM HPSM'S CEO



These are trying times. The COVID-19 pandemic is the worst health crisis in a century. This and other recent events raise vital questions. How do we protect our most vulnerable and often neglected community members? How do we support the essential workers who keep grocery stores, nursing homes and other basic services going? How do we end systemic racism and achieve social justice?

In San Mateo County, COVID-19 has struck our seniors and Latino community especially hard. Latinos are about one-quarter of the county's populations, but they account for almost half of the county's 5,000-plus COVID-19 cases. More than two-thirds of the county's COVID-19 deaths have happened in group residential settings and skilled nursing facilities (SNFs). Older residents and those with underlying health conditions or disabilities are at the highest risk for dangerous health outcomes from the virus. With many people isolated in their homes, loneliness is another serious health risk.

HPSM is dedicated to helping our members get through this crisis. You can read about many of our efforts in this newsletter. For example:

- Because some of our most vulnerable members live in SNFs, we are helping these facilities prevent COVID-19 spread and treat COVID-19 patients
- We are reaching out to nearly 25,000 high-risk HPSM members to help them protect themselves from COVID-19 and connect with people via phone or mail to prevent loneliness
- We are helping both members and physicians use telemedicine in place of in-person doctor's visits where appropriate
- To eliminate language barriers to care, we are translating critical health information on our website into our community's most common languages and offering new video remote interpreter services for all doctor's visits

If you have ideas about how we can better meet your needs, please get in touch.

Visit [www.hpsm.org/contact-us](http://www.hpsm.org/contact-us) for contact information. And please stay safe, connected and healthy!

All the best,



Maya Altman  
CEO, Health Plan of San Mateo

## HPSM EARNS NCQA ACCREDITATION

On January 22nd, 2020, the National Committee for Quality Assurance (NCQA) awarded HPSM's Medi-Cal program Accreditation status. NCQA Accreditation is the health care industry's "seal of approval." It says that HPSM meets the highest quality standards. This lets us better help you – our valued members.

HPSM has been working toward this for several years. In September 2017, HPSM earned *Interim* Accreditation from NCQA. Now we have *full* Accreditation status.

We are proud to have finally achieved our goal. The process has made HPSM a better health plan. It also brings us one big step closer to realizing our vision that *Healthy is for everyone*.



NCQA is a private, nonprofit organization dedicated to improving health care quality

# CENTERS OF EXCELLENCE FOR COVID-19 PATIENTS

Older people with chronic health problems often have the most severe reactions to COVID-19. Many patients in nursing facilities are in this higher-risk population. Nursing facilities take care of people who need additional care after staying in a hospital before they go home. They also care for many people who live there long-term.

HPSM and San Mateo County Health have been working hard to make sure that nursing facilities can safely take care of high-risk members, and treat COVID-19 patients. This includes providing training to facilities on how to prevent COVID-19 spread.

That is why, as part of San Mateo County's Nursing Facility Coalition, HPSM and San Mateo County Health have helped three SNFs in San Mateo County become Centers of Excellence (COE) for treating COVID-19. The three COE are Pacifica Nursing & Rehab Center, St. Francis Convalescent Pavilion and Seton Medical Center.

COE refers to specialized health care programs that develop and implement best practices for the treatment of a particular medical condition. **To earn COVID-19 COE status in San Mateo County, SNFs must have:**

High patient care standards

Adequate bed capacity

Few long-term residents to relocate

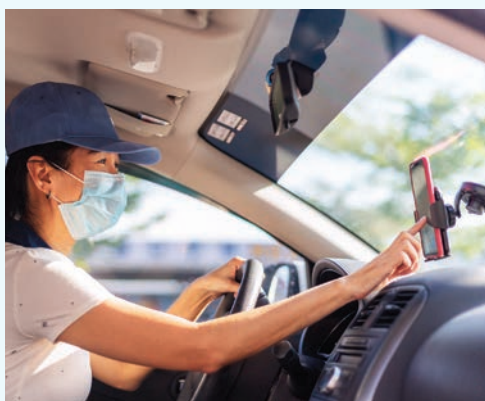
Experienced operational teams

## GET TO YOUR APPOINTMENT SAFELY

Need a ride to visit the doctor or to pick up prescription medications at the pharmacy? CareAdvantage and Medi-Cal members who have no means of transportation can get rides at no cost. Call American Logistics Company (ALC) at least two business days before your appointment. Call as soon as you can if you have an unexpected appointment (including after hours).

► CareAdvantage members: call **1-877-356-1080**

► Medi-Cal members: call **1-844-856-4389**



Two types of rides are available depending on your needs:

- Curb-to-curb (provided by Uber: you must have a cell phone that can receive text messages from the Uber driver, and you must be able to wait outside at the curb for your ride)
- Door-to-door (provided by ALC)

Both ALC and Uber have safety measures in place to protect riders from COVID-19:

- Face masks or coverings are mandatory for all riders and drivers
- Drivers clean vehicle surfaces after every ride
- Drivers are encouraged to roll down windows to increase airflow

# COVID-19 UPDATES

## HAVE A SPECIAL CONDITION? TAKE THESE EXTRA

People who have diabetes have a higher risk of severe illness from COVID-19. People who have asthma or hypertension (high blood pressure) may be at higher risk for severe illness from COVID-19. If you have one of these conditions, the CDC suggests that you take these extra steps. Learn more at [www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html). Also:

Don't stop any medications or change your treatment plan without talking to your health care provider.

### DIABETES

- Test your blood sugar and keep track of the results, as instructed by your health care provider.
- Make sure that you have at least a 30-day supply of insulin and other diabetes medications on hand. Call your pharmacy to ask if they can mail your medications to you.

### ASTHMA

- Follow your Asthma Action Plan. If you don't have an asthma action plan, work with your health care provider to make a plan that works for you.
- Use your inhaler the right way. To learn more visit [www.cdc.gov/asthma/inhaler\\_video/default.htm](https://www.cdc.gov/asthma/inhaler_video/default.htm).
- Avoid your asthma triggers. To learn more about common asthma triggers, visit [www.cdc.gov/asthma/triggers.html](https://www.cdc.gov/asthma/triggers.html).
- Make sure that you have at least a 30-day supply of your asthma medications on hand. Call your pharmacy to ask if they can mail your medications to you.

TO PROTECT YOURSELF FROM COVID-19, THE CENTERS FOR DISEASE CONTROL (CDC) SUGGESTS YOU:



**Wash your hands** with soap and water often.



**Stay at least 6 feet away** from people who are not from your household. Only visit others outdoors to allow for enough airflow.



# STEPS TO PROTECT YOURSELF FROM COVID-19

Call your health care provider if you have concerns or feel sick. They may offer in-person office visits and/or visits by phone or video. If you have a medical emergency, seek care right away.

Follow your health care provider's recommendations for diet and exercise (with social distancing).

## HIGH BLOOD PRESSURE

- Take your high blood pressure medication exactly as instructed by your health care provider.
- Make sure that you have at least a 30-day supply of your heart disease medications, including high cholesterol and high blood pressure medications.

## PREGNANCY

- Do not skip your prenatal care visits. If you are concerned about going to your visit, talk to your health care provider.
- Limit interactions with people outside of your household as much as possible.
- Make sure that you have at least a 30-day supply of any medications you take on hand. Call your pharmacy to ask if they can mail your medications to you.
- You may feel fear and anxiety during this pandemic. To learn about stress and coping, visit [www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html).
- Join HPSM's Baby + Me program and get rewards for going to your prenatal and postpartum visits on time. See page 10 for details.



**Wear masks or cloth face coverings** when around others outside your home.



**Cover your mouth and nose when you cough or sneeze** with a tissue or the inside of your elbow.



**Clean and disinfect surfaces that are touched often.** This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks.

# COVID-19 UPDATES

## OUR OUTREACH TO MEMBERS DURING COVID-19

COVID-19 has caused problems for many HPSM members. If you or a family member are struggling, HPSM is here to help, so call us. We are also connecting with members to see if they need support – and let them know we care. Here are three ways we do that.

### Welfare phone screening

Since COVID-19 started, many people have not been going to the doctor, pharmacy and even the supermarket. So we've been calling our older adult members and members with disabilities to find out if they need help with:

- **Health care services** This includes free prescription delivery or a health care provider visit, which may be in person, by telephone or over video
- **Food** We can refer members to local food banks or organizations that can deliver meals to their home for free
- **Health information** We give pregnant women and people with asthma health information and referrals to resources

### Social outreach calls



To reduce isolation, many HPSM employees have volunteered to call members to see how they are doing. HPSM also partners with a local organization that helps older adult members make “buddy calls” to each other.

### “Dear Neighbor” postcards

HPSM designed and printed a series of postcards for volunteers to write short, positive messages to other HPSM members on. These personalized notes help lift the spirits of our potentially isolated members. You can volunteer too! Sign up at [www.hpsm.org/volunteer](http://www.hpsm.org/volunteer).



Positive notes written by volunteers on HPSM postcards

## MEDI-CAL EXTENDS ELIGIBILITY THROUGH THE PANDEMIC

Starting in March 2020, due to COVID-19, the California Department of Health Care Services (DHCS) extended people's Medi-Cal eligibility even if they had not completed their redetermination packet. They did this to make sure that no one lost health care coverage with Medi-Cal during the pandemic. So, if you are an HPSM Medi-Cal or CareAdvantage member, your Medi-Cal coverage will stay active until further notice. But, if you get a redetermination packet, you should still fill it out and mail it to the San Mateo County Human Services Agency (HSA).

DHCS usually checks each member's eligibility for Medi-Cal once a year. Before the pandemic, if a member did not meet the eligibility standards, they would lose their Medi-Cal coverage. But for now, only members who move out of San Mateo County or who pass away will lose their Medi-Cal.



**Has your income gone down? You may be able to get Medi-Cal!**

Apply online at  
[www.hsa.smcgov.org/medi-cal-health-insurance](http://www.hsa.smcgov.org/medi-cal-health-insurance)  
or call **1-800-223-8383**.

# REDUCING COVID-19 RISK FOR PEOPLE WITH DISABILITIES

Having a disability alone does not put someone at higher risk for getting COVID-19. But some people with disabilities may be at higher risk of getting COVID-19 if they:

- Come in close contact with others who have COVID-19 or
- Have certain underlying medical conditions (e.g., diabetes, high blood pressure)

The CDC states that people who have one of the disability types listed below may be at higher risk of getting COVID-19. They may also be at higher risk of having COVID-19 without knowing they have the virus.

- People who have limited mobility or who cannot avoid getting close to others who may have COVID-19
- People who have trouble understanding information
- People who have trouble taking steps to protect themselves from COVID-19
- People who may not be able to talk about symptoms that they have

## PROTECT YOURSELF FROM COVID-19

You can take steps to protect yourself from COVID-19. This includes washing your hands, keeping a six-foot distance from others and wearing cloth face coverings. If you have a direct service provider (a personal care attendant, therapist or others), take these steps:

- **Ask if they have:**
  - Any COVID-19 symptoms
  - Been in contact with someone who has COVID-19
- **Tell them to:**
  - **Wash their hands** when they enter your home
  - **Wash their hands before and after touching you**, such as:
    - After dressing, bathing/showering, transferring, toileting or feeding
    - Before and after touching used tissues
    - When changing linens or doing your laundry
  - **Clean and disinfect objects and surfaces that are touched often**, including:
    - Counters, doorknobs, toilets, phones and keyboards
    - Equipment such as wheelchairs, scooters, walkers, canes, oxygen tanks or other assistive devices
  - **Wear a mask** whenever they are around you or in your home

## Need Support?

You are not alone. HPSM's Care Management Program is here to help. The program can:

- Get you, your health care provider and HPSM all working together
- Provide support to help you reach your health goals
- Connect you and your authorized representatives with:
  - Your plan benefits
  - HPSM programs
  - Other services:
    - Meal delivery
    - Transportation to health care visits (including COVID-19 testing)
    - Video interpreter services for non-English language translation and American Sign Language (ASL)

To learn more, call HPSM's Care Coordination Unit at **650-616-2060**

To learn more, visit [www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-disabilities.html](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-disabilities.html)

# HEALTH RESOURCES

## TELEMEDICINE: DOCTOR'S VISITS BY PHONE OR VIDEO

Like most people, you may have avoided going to the doctor because of COVID-19. But if you need health care, it is important to get it. Plus, it is safer now to visit your doctor. They have practices in place to keep you from contracting the virus while at their office.

But if you are still not comfortable going out, you can get health care without leaving home! Telemedicine lets you have doctor's visits by phone or video. HPSM fully covers these visits the same as in-person doctor's appointments.

### To make a telemedicine appointment:

- Call your primary care provider (PCP) and ask for a telephone or video visit. (Not all appointments can be completed by phone because your doctor may need to treat you in person.)
- If your doctor does not offer telemedicine but does not need to see you in person, you can use Teladoc®. Members who do not have an assigned PCP can use Teladoc. ACE participants are not eligible to use Teladoc.

► Learn more about telemedicine at [www.hpsm.org/telemedicine](http://www.hpsm.org/telemedicine)



## GET A VIDEO OR PHONE INTERPRETER FOR YOUR NEXT VISIT

HPSM has long offered telephonic interpreter services in over 200 languages. Now you can also get video remote interpreters (VRIs). This service is for both in-person office visits and video visits with your provider. It also includes American Sign Language (ASL) video interpreters.

### HOW TO GET A VIDEO OR PHONE INTERPRETER FOR YOUR VISIT

#### In-person office visits

Before your visit, call your provider's office. Let them know that you would like a phone or video interpreter at your visit. Your provider will connect to the service during your visit.

#### Telemedicine visits (visits by phone or video)

Call your provider's office before your phone or video visit. Let them know that you would like a phone or video interpreter for your visit. Follow these tips to prepare for your visit.

- For a phone visit with a phone interpreter, make sure that you have access to a phone with service in your home.
- For a video visit with a video interpreter, make sure that you have access to a smartphone, tablet or computer in your home that has:
  - A video camera and microphone that work
  - A connection to your wifi or data plan
  - Chrome, Firefox or Safari web browser
  - Email or text service to receive the secure link to join the video call

► Learn more about interpreter services at [www.hpsm.org/member/language-services](http://www.hpsm.org/member/language-services)



# HEALTH RISK ASSESSMENT (HRA) SURVEY

## THE MISSING PIECE TO COMPLETING YOUR PERSONAL HEALTH CARE PLAN

Health care can seem like a puzzle with lots of pieces that are hard to put together the right way on your own. HPSM's Health Risk Assessment (HRA) can help.

It only takes 30 minutes to answer the HRA survey questions. We'll take what we learned and put together a care plan just for you that covers everything from medications and doctor's visits to nutrition and exercise.

### Getting started is as easy as 1 – 2 – 3:

1. Answer HPSM's call and take the survey about your health and lifestyle
2. Participate in your care planning meeting and get your personalized care plan with resources
3. Review your care plan with your provider and/or reach out to HPSM for any care coordination needs




Your HRA and care plan are completely confidential.

For questions about the HRA, call (toll free) **1-888-234-6403** or **650-227-4670**, Monday-Friday 8:00 a.m. to 5:00 p.m.

## GET YOUR MEDICATIONS DELIVERED FOR FREE



Need medication refills but don't want to visit the pharmacy? Most pharmacies offer free medication delivery. Call your pharmacy to see if they deliver for free. If they don't:

1. Visit [www.hpsm.org/covid-19](http://www.hpsm.org/covid-19) and click 
2. Scroll down to the list of pharmacies that deliver medications for free
3. Call a pharmacy on the list near you: ask them to transfer your prescriptions from your current pharmacy and deliver your medications for free

## NURSE ADVICE LINE

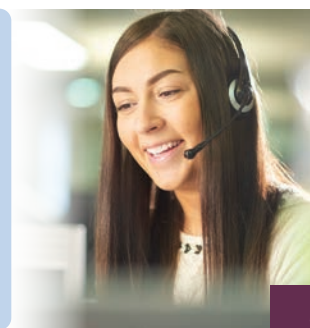
Toll-free

**1-833-846-8773**

**Open 24 hours a day, 7 days a week**

Call any time you have an urgent health question and cannot reach your doctor. Registered nurses are on hand to answer questions about your symptoms. They can tell you if you need urgent care, which means you should see a doctor within 24 hours or a few days. Sometimes a nurse might give you advice for self-care at home if it is appropriate for your health concern.

- The Nurse Advice Line is for urgent questions about your health. If you have questions about your benefits, please call Member Services at **650-616-2133**.



# HEALTH AND WELLNESS

## POPULATION HEALTH

HPSM wants our members to be healthy and get the care they need. Our Population Health

### ASTHMA OUTREACH PROGRAM

This program is for members diagnosed with asthma. It helps them avoid preventable attacks. HPSM Health Promotion Coordinators call members to:



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

Members with asthma who have not filled some or all their controller inhaler prescriptions are automatically opted in. To opt out of the program, call **650-616-2165**. To learn more, visit [www.hpsm.org/asthma](http://www.hpsm.org/asthma) or call **650-616-2165**.

### BABY + ME PROGRAM

All pregnant women and new moms are eligible for this program. It promotes timely maternal and child care, as well as comprehensive health for mother and infant, from the beginning of pregnancy to birth and beyond. Baby + Me features tailored referrals to community resources for pregnant women, new moms and their families provided by our Health Education staff. Plus, **participants can earn up to \$100 in Target GiftCards™ for going to two doctor's appointments!**



- Visit your provider within the first 12 weeks of pregnancy and get a \$50 Target GiftCard™
- Visit your provider between 1 and 12 weeks after having your baby and get a \$50 Target GiftCard

To sign up for the Baby + Me program, visit [www.hpsm.org/baby-and-me](http://www.hpsm.org/baby-and-me). Or call HPSM's Health Education Unit at **650-616-2165** to join or opt out.

The Bullseye Design, Target and Target GiftCards 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.

## MAKE THE FLU VACCINE A PRIORITY THIS YEAR

This year, because of COVID-19, many people may be hesitant to go to their clinic to get the flu vaccine. Just remember, the flu vaccine can lower your chance of getting sick from the flu. If you don't get the flu, you can't spread it to your family. HPSM makes getting your flu shot easy! Just visit your health care provider or local pharmacy. Be sure to bring your HPSM Member ID card with you.

### Ask your health care provider about other vaccines, too!

Ask your healthcare provider if you need the pneumonia vaccine. The pneumonia vaccine helps protect you from common bacteria that cause pneumonia. You can get the vaccine from your healthcare provider or pharmacy.



# MANAGEMENT PROGRAM

Management Program helps us to do that. Eligible members can join these programs at no cost.

## CARE TRANSITIONS

This is an outreach program for members who have had an inpatient hospital stay and are being discharged to home. After the member returns home, a Care Transitions Coach helps them follow their care plan and 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 PCP
- Tells the member's family about what kind of care they 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.

\* This program is only for members who stayed in Mills Peninsula Hospital, Seton Hospital or San Mateo Medical Center. Members who do not go home after their hospital stay and instead go to a Skilled Nursing Facility (SNF) or Long-term Care Facility (LTC) are not eligible. To learn more, call **650-616-2165**.



## COMPLEX CASE MANAGEMENT

Our program for members with complex medical needs gets the member, their doctor and HPSM all working from the same care plan. This helps the member reach their health goals. A Case Manager calls the member to:

- Help them solve problems and follow their care plan
- Refer them to helpful resources
- Help them and their family members manage complex health issues or critical events

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 [www.hpsm.org/cc](http://www.hpsm.org/cc) or call **650-616-2165**.

## QUIT SMOKING AND VAPING

If you smoke or vape (use e-cigarettes), now is a good time to quit. Smoking and vaping involve contact between the hand and mouth. This increases the risk of COVID-19 infection. Research also suggests that smokers are at higher risk of severe reactions to COVID-19. To learn more, visit [www.who.int/news-room/q-a-detail/q-a-on-tobacco-and-covid-19](http://www.who.int/news-room/q-a-detail/q-a-on-tobacco-and-covid-19).

### GET HELP QUITTING

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

**The California Smokers' Helpline** offers free support through phone coaching and a texting program with daily reminders. They also have useful info at [www.nobutts.org](http://www.nobutts.org).



**Call today:**

- 📞 English: **1-800-NO-BUTTS (1-800-662-8887)**
- 📞 Chinese: **1-800-838-8917**
- 📞 Korean: **1-800-556-5564**
- 📞 Spanish: **1-800-45-NO-FUME (1-800-456-6386)**
- 📞 Vietnamese: **1-800-778-8440**  
Tobacco Chewers: **1-800-844-CHEW (1-800-844-2439)**
- 📞 Vaping: **1-844-8-NO-VAPE (1-844-866-8273)**

# EMOTIONAL HEALTH

## SELF-CARE TIPS FOR FEELING BETTER

Learning to bounce back when times are tough is key to managing stressful times. You already have many skills you can use. You may just need some reminders of when to use them. This can help you cope during the COVID-19 crisis. With practice, it can help protect you from anxiety and depression.

Plus, self-care doesn't have to be a chore. Choose healthy activities you enjoy, and you will look forward to doing them! The more self-care you do, the more resilient you'll get – and the better you'll feel!



### TRY THESE SIX SELF-CARE TIPS!

#### 1 Reach out to friends and family

Keep in touch with people you trust on a routine basis (daily, if possible).

- Call or text friends and family to connect on a personal level. If you have children in your life, read them a story or tell them a story from your own life.
- Use FaceTime or Skype to express your feelings and laugh (which lets pent up feelings go).

#### 2 Call a warm line

A free community service. Volunteers who are trained to listen are on hand any time 24/7.

- Peer Run Warm Line: **1-855-845-7415** (online chat also available).
- Friendship Line (for seniors): **1-888-670-1360**.

#### 3 Think positive

Studies show that people with a "glass half-full" outlook are healthier and less stressed. They can even live longer!

- Do something that gives you a sense of accomplishment. For example, take a walk, garden, clean, read, listen to a favorite song/album/podcast or try a new recipe.
- Practice positive self-talk. You might think, "Being alone all the time is just too sad. I'll never get through this." Instead, try "I've been through challenging times before and I am strong enough to make it through this."
- Try to remember a specific happy memory in detail. That will help you feel good now.





## 4 Put your feelings down on paper

This will help you process unhelpful thoughts and feelings.

- Journals let you to look back with self-confidence at how you coped with challenges. They can also help you think through or “feel through” difficult feelings.
- Start a “gratitude journal” where you jot down things that went well in your day. They can be big or small, such as laughing with a friend, seeing a beautiful sunset or walking your dog.
- If you don’t want to write, draw pictures about how you feel.

## 5 Learn something new

Expand your skills and knowledge to keep your mind active and engaged.

- Look for virtual tours of museums or places you’d like to visit.
- Read about a topic that has nothing to do with the news. Is there someone or some time period you’ve always wanted to know more about? This is a great time to learn more by reading book watching a documentary on that subject.
- Keep your brain challenged with online puzzles, crosswords or sudoku.
- Practice a musical instrument to keep your mind focused and engaged.

## 6 Take care of yourself

Nurture your mind, body and spirit!

- Reading novels, listening to audiobooks and watching movies are great ways to distract yourself for a bit and enjoy the fun of storytelling.
- Put on some of your favorite music, close your eyes and listen without distractions or talking. Focusing only on the music can help soothe you and calm your mind.
- Try meditation. Sit and focus on your breathing. Try breathing in as you count to five, hold your breath for a count of six, and then release your breath as you count to seven. Doing this a few times is a quick way to feel more relaxed. Or you can do a guided meditation:
  - Search for a guided meditation online (e.g., YouTube).
  - Download a free app, such as:
    - ◆ *Calm* - For sleep, meditation and relaxation.
    - ◆ *My Life Meditation* - Helps you stop, breathe and think clearly.
- Listen to podcasts that support self-care, such as:
  - ◆ *On Purpose* with Jay Shetty.
- Eat well. Keep a food journal to track your healthy eating efforts and jot down your intentions to become mindful of what you’re eating.
- Go outside. If you are unable to get outside, sit near a window with natural light.

**Support is available** If you have trouble getting started or feel like you are not making progress, call Behavioral Health Recovery Services (BHRS) at **1-800-686-0101**. HPSM also covers therapy for mental health and substance use issues. Call BHRS for help. Additional resources are listed at [www.hpsm.org/covid-19/bhs](http://www.hpsm.org/covid-19/bhs). These include help hotlines for crisis & emotional support, domestic violence and mental health & substance use.

# CHILDREN'S HEALTH

## PRENATAL TO THREE HEALTHY FAMILIES PROGRAM

For over 20 years, San Mateo County Health's Prenatal to Three Healthy Families (PRE-3 HF) Program has provided support services to pregnant women and mothers and their children that include:

Breastfeeding support	Mental health services
Care coordination	Parenting education
Case management	Public health nursing services
Developmental screening	Referrals to community resources
Home visits	Substance abuse support



**You may qualify for Pre-3 if you meet the following three criteria:**

- Pregnant or have a newborn (two months old or younger)
- Living in San Mateo County
- Have Medi-Cal or qualify for WIC

**For more information, call 650-573-2501 or 888-840-0889, or visit:**

- San Mateo County Health Family Health Services: [www.smchealth.org/division-family-health-services](http://www.smchealth.org/division-family-health-services)
- Healthy Families America: [www.healthyfamiliesamerica.org](http://www.healthyfamiliesamerica.org)



## MEDI-CAL MEMBERS: GET DENTAL CARE

The Child Health & Disability Prevention (CHDP) Oral Health Program helps children, pregnant women and families covered by Medi-Cal get the dental care they need.

The CHDP Program will:

- Help you find an available dentist
- Schedule dental appointments for you
- Arrange free transportation to dental appointments

**Call 650-573-2877 for assistance**



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SAN MATEO COUNTY HEALTH  
**SAN MATEO  
MEDICAL CENTER**

# TAKE THESE STEPS TO HELP KEEP YOUR CHILDREN HEALTHY

## TAKE YOUR CHILDREN TO THEIR WELL-CHILD VISITS

Well visits are happening at different times of day than sick visits at most locations. If your child is due for a well-child visit, call your health care provider's office and ask about other ways they safely offer well-child visits. During a well-child visit, your provider will:



Track your child's growth and development.

Talk about any concerns you may have.

Give needed vaccines. If your child has already missed a vaccine, talk with your child's provider. They may still be able to get the vaccines they missed.

Give needed screenings, such as lead screenings. Lead can be found in the air, soil and drinking water of housing and other structures with lead plumbing. Children under six years old are especially vulnerable to the harmful effects of lead poisoning. Even small amounts of lead can affect IQ and the ability to pay attention. Talk to your provider about getting your child screened for lead poisoning. To learn more about lead poisoning and how you can protect your family, visit [www.smchealth.org/leadpoisoning](http://www.smchealth.org/leadpoisoning).

## ASK YOUR PROVIDER TO PUT FLUORIDE VARNISH ON YOUR CHILD'S TEETH

Tooth decay is the single most common childhood disease. Without care, it can cause mouth pain, infection, speech problems, poor school performance and tooth loss.

Fluoride varnish is an easy way to stop tooth decay in children. Your health care provider may be able to put it on at their office. It takes less than three minutes to put on a child's teeth. It is safe for babies and toddlers, and works best if done right after the first teeth appear. HPSM covers fluoride varnish through Medi-Cal for children under six years of age.



## HPSM'S COVID-19 WEBSITE RESOURCES

HPSM wants to make sure you know how to stay safe from COVID-19. So we added a special section on our website with information about how to access your benefits during the crisis, advice from health experts and the latest updates.

**Here's what you will find at [www.hpsm.org/covid-19](http://www.hpsm.org/covid-19)**

Information about medication refills & delivery options



Access to Medication



Meal Delivery & Community Resources

Food resources, financial assistance & legal advice



Eligibility & Coverage



Telephonic Medical Advice

Who to call when you have health care questions



Behavioral Health Support



Personal & Home Safety

Answers to your eligibility & coverage questions

Resources to support your emotional health

Are you in a higher-risk group?

Older Adults

or people with medical conditions

Learn more

En español

Pregnant women & new moms

Protecting yourself protects your baby

Learn more

En español

People with asthma

COVID-19 can make it harder to breathe

Learn more

En español

Experts' advice on protecting yourself against COVID-19

Information for at-risk populations – translated into Spanish & including videos



Also visit HPSM's website, [www.hpsm.org](http://www.hpsm.org), to:

- Learn about your benefits
- Use our self-service Member Portal
- And more!



# 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 **[www.prepareforpowerdown.com](http://www.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 device works with batteries or a generator. You can also contact PG&E. Visit **[www.pge.com/medicalbaseline](http://www.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**

# YOUR BENEFITS AND SERVICES

If you speak a language other than English, language assistance services, free of charge, are available to you.

You can get materials for free in other formats, such as large print, braille, and/or audio.

- Download and view/print copies online at **[www.hpsm.org/member/resources/handbooks](http://www.hpsm.org/member/resources/handbooks)**
- Order printed copies and copies in other formats by calling the CareAdvantage Unit or Member Services team at the numbers below. The call is free.

Medi-Cal/Healthworx/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**

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**

**Office hours are Monday through Sunday,  
8:00 a.m. to 8 p.m.**

# Member materials in different formats

## YOUR MEMBER MATERIALS INCLUDE:

**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 **[www.hpsm.org/member/resources/handbooks](http://www.hpsm.org/member/resources/handbooks)** or call Member Services. 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 that accept Medi-Cal, including doctors, specialists and pharmacies. To find a provider near you, search the online Provider Directory (updated weekly) at **[www.hpsm.org/directory-search](http://www.hpsm.org/directory-search)** or call Member Services. A printed copy of the Provider Directory can be requested 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 **[www.hpsm.org/formulary-search](http://www.hpsm.org/formulary-search)** or call Member Services. You can also request a paper copy of the Formulary by phone or by emailing **[formularyrequests@hpsm.org](mailto:formularyrequests@hpsm.org)**.

# GET TO KNOW YOUR BENEFITS

Visit HPSM's website **[www.hpsm.org](http://www.hpsm.org)** to learn about the benefits you have and how to use them. The member handbook we sent you when you joined HPSM also describes your benefits. The member handbook is updated regularly. You can find the latest version online at **[www.hpsm.org/member-handbooks](http://www.hpsm.org/member-handbooks)**. HPSM's website and member handbooks explain:



## 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