

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.

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HealthPlan
OF SAN MATEO
Healthy is for everyone

SPRING 2021

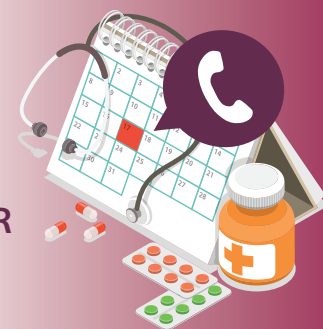
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*Stay home. Stay strong.
Stay connected.*

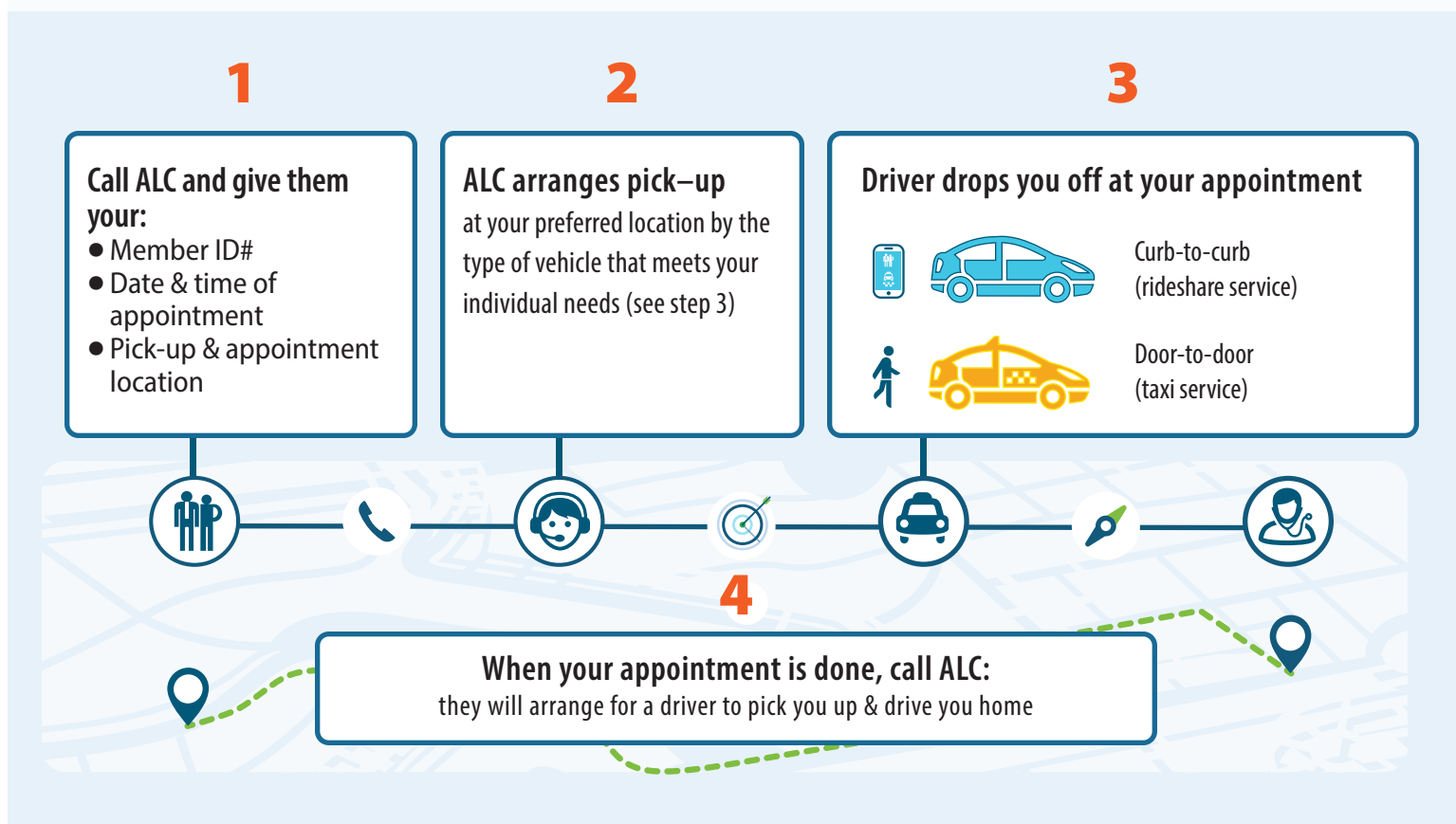
HPSM NEWS & PROGRAMS

HPSM'S RIDE BENEFIT

Medi-Cal and CareAdvantage members who have no means of transportation to approved health care visits can use HPSM's Ride Benefit. Approved health care visits include medical, pharmacy, dental, mental health and substance use disorder appointments covered under Medi-Cal. Rides to non-healthcare services (such as schools, gyms, government offices, grocery stores, etc.) are *not* covered.

HPSM's ride provider is American Logistics Company (ALC). All ride requests must go through ALC.

How HPSM's ride service works



Visit hpsm.org/rides for details, including rules, full instructions, contact information and frequently asked questions

TURNING 65? JOIN CAREADVANTAGE!

CAL MEDICONNECT PLAN (MEDICARE-MEDICAID PLAN)

When you turn 65, you'll get Medicare A+B along with Medi-Cal. You can also get more benefits at *no cost*! Join HPSM's CareAdvantage program and make your health care easier. Get the benefits of Medicare and Medi-Cal together in *one plan*.

CareAdvantage has all the benefits you have now, plus:

- Local access to licensed clinical professionals
- No cost for doctor or hospital visits
- Over 6,000 providers and a dozen hospitals
- Unlimited free taxi rides to approved doctor visits
- Prescription drug coverage with no to low co-pays
- More than 1,000 over-the-counter (OTC) drugs and medical supplies covered (compared to Medi-Cal only)

Learn more or join

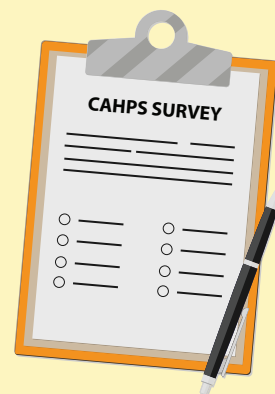
Call **1-888-252-3153** (toll-free) or **650-616-1500**. (TTY users, dial **1-800-735-2929** or **7-1-1**.) A licensed HPSM CareAdvantage Medicare Specialist can answer any questions you have. They can also help you enroll over the phone. Or learn more at hpsm.org/careadvantage.

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FILL OUT THE CAHPS SURVEY

Every year, members get a survey that asks them to rate their healthcare experience. It is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The survey asks how providers communicate with you, how quickly you get care and much

more. Please fill out the survey when you receive it. Once filled out, follow the instructions on how to send it in. The survey is a great way for HPSM to learn about your experiences with your provider, your health plan and whether you are getting the best care.



MENTAL HEALTH CARE WITH HPSM

In October 2020, HPSM started handling some mental health care for our members. We still work closely with County Behavioral Health and Recovery Services (BHRS) to ensure access to mental health care. Continue to call the BHRS ACCESS Call Center at **800-686-0101** to be linked with appropriate services.



COVID-19 UPDATES

COVID-19 VACCINATION: WHAT YOU NEED

COVID-19 vaccines are an important tool to help stop the pandemic. There are several types of vaccines. Yet there are still not enough doses for all people. Only some people can get vaccinated right now. The Centers for Disease Control (CDC) expect there to be enough doses to vaccinate most Californians by summer 2021.

COVID-19 VACCINES ARE SAFE AND EFFECTIVE

When you are eligible to get the vaccine, it is vital that you do. The vaccine will work with your immune system to help protect you from COVID-19. Getting vaccinated can also help protect your family and others around you.

All COVID-19 vaccines have been fully tested to make sure they are as safe as possible. The CDC and the U.S. Food and Drug Administration (FDA) continue to study how people react to the vaccines.

You cannot get sick with COVID-19 from any of the vaccines. In fact, the vaccine may help keep you from getting seriously ill if you get sick with COVID-19. If you have any questions about the vaccine or side effects, call your primary care provider (PCP) or HPSM's Nurse Advice Line at **1-833-846-8773**. Learn more about the COVID-19 vaccines at cdc.gov/coronavirus/2019-ncov/vaccines/index.html.

WHO CAN GET THE VACCINE NOW

San Mateo County Health (SMC Health) is leading the County's COVID-19 vaccination effort. HPSM is helping inform our members of vaccination opportunities as they become eligible.

State guidelines determine when different groups of people can get the vaccine. SMC Health is vaccinating the most at-risk people first. To learn more, visit smchealth.org/covid-19-vaccination.

Sign up to get COVID-19 vaccine notifications

California State and San Mateo County have set up notification systems that will tell you when you are eligible to get the COVID-19 vaccine. HPSM recommends signing up for both notification systems:



California Department of Public Health: myturn.ca.gov



SMC Health: smchealth.org/covidvaccine

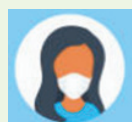


TO KNOW

WHAT HAPPENS AFTER YOU GET THE VACCINE



YOU NEED TWO SHOTS FOR MOST COVID-19 VACCINES The shots are given three to four weeks apart. The timing between each shot depends on which vaccine you receive. For the best protection, be sure to get the second shot unless your provider says not to.



THE SHOTS DO NOT MAKE YOU IMMUNE RIGHT AWAY It may take your body up to two weeks after the second shot to build protection. Even after you get the vaccine, continue to wear a mask, wash your hands often and stay at least six feet away from people who are not from your household.



YOU MAY HAVE FLU-LIKE SIDE EFFECTS AFTER GETTING THE SHOTS You may feel pain or swelling on the arm you got the shot in. You may also have a fever, chills, tiredness or headache. The side effects are normal signs that your body is building protection. If you have questions or concerns about side effects, call your PCP or HPSM's Nurse Advice Line at **1-833-846-8773**.

GET REMINDERS FOR YOUR SECOND SHOT

Sign up for the CDC's v-safe app at cdc.gov/vsafe



► Learn more about COVID-19 vaccination at hpsm.org/COVID-19-vaccination

HPSM'S NEW COVID-19 SELF-CARE & CELEBRATION GUIDE

Life during the COVID-19 pandemic can be stressful. That makes taking care of your emotional health during this hard time even more vital. Our COVID-19 Self-Care & Celebration Guide can help! It has expert tips on:

Self-Care &
Staying
Connected

Celebrating
Special
Events Safely

Creative Ways
to Celebrate
Special Events

► Check out the guide at hpsm.org/COVID-19-SCCG



MEMBER RESOURCES

MEMBER MATERIALS IN DIFFERENT LANGUAGES AND FORMATS

If you have a preferred language other than English, language assistance services are available to you at no cost.

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

- Download and view/print copies online at hpsm.org/member-handbooks.
- Order printed copies and copies in other formats by calling Member Services or the CareAdvantage Unit 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**

Office hours are Monday through Friday, 8:00 a.m. to 6:00 p.m.

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 8:00 p.m.

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, go to hpsm.org/member-handbooks or call the numbers above. A printed copy of the Member Handbook, including your rights and responsibilities can be requested by phone or by emailing CustomerSupport@hpsm.org.

Provider Directory A list of all the providers that are accepted by your plan (including doctors, specialists and pharmacies). To find a provider near you, search the online Provider Directory (updated weekly) at hpsm.org/directory-search or call the numbers above. A printed copy of the Provider Directory can be requested by phone or by emailing 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 covered, check the searchable online Formulary (updated monthly or as needed) at hpsm.org/formulary-search or call the numbers above. You can also request a paper copy of the Formulary by phone or by emailing formularyrequests@hpsm.org.



HAVE QUESTIONS ABOUT A SERVICE YOU REQUESTED?

If you have questions about:

- when a service request will be reviewed,
- why a service request was denied or
- a family member's hospital stay,

then call HPSM. When calling an HPSM member regarding a UM matter, HPSM staff will identify themselves by name and job title, and state they are calling from HPSM.

HPSM does not reward physicians or nurse reviewers for service denials or authorization modifications. No incentives are offered or will be offered to HPSM staff to encourage denials or the underutilization of coverage or services. UM decisions are based strictly on medical necessity, appropriateness of care and HPSM eligibility.

Medi-Cal and HealthWorx members and ACE participants: call Member Services

1-800-750-4776 or 650-616-2133

TTY: 1-800-735-2929 or dial 7-1-1

Monday to Friday, 8:00 a.m. to 6:00 p.m.

CareAdvantage members: call the CareAdvantage Unit

1-866-880-0606 or 650-616-2174

TTY: 1-800-735-2929 or dial 7-1-1

Monday to Sunday, 8:00 a.m. to 8:00 p.m.

After hours, members can leave a message with HPSM's answering service or email CustomerSupport@hpsm.org.

If you have a preferred language other than English, language assistance services are available to you at no cost.

GET TO KNOW YOUR BENEFITS

Visit HPSM's website 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 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 (both inside 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

HEALTH AND WELLNESS

DON'T PUT IT OFF — MAKE AN APPOINTMENT WITH YOUR PRIMARY CARE PROVIDER (PCP) TODAY!

Going to well-care visits on a regular basis can help find health issues early on. At a well-visit, your PCP does a check-up, talks to you about ways to stay healthy and more!



Adult

During a well-visit your PCP will:

- ✓ Check your blood pressure
- ✓ Do a physical exam if needed
- ✓ Give you the flu vaccine and other vaccines if needed
- ✓ Order health screenings if needed (such as colorectal cancer screening and breast cancer screening)
- ✓ Order lab work if needed
- ✓ Talk through any health concerns you may have
- ✓ Share tips for staying healthy with diet, exercise, weight control, mental health and quitting tobacco
- ✓ Send (refer) you to a specialist if needed

Children

During a well-visit, your child's PCP will:

- ✓ Track your child's growth and development (such as checking weight and height)
- ✓ Give your child the flu vaccine and other vaccines if needed
- ✓ Give needed screenings, such oral (mouth) and lead screening
- ✓ Help you understand your child's health history and any issues or problems they find during the exam
- ✓ Talk through any health concerns you may have
- ✓ Share tips to help your child stay healthy (such as eating healthy, exercise, safety and mental health)
- ✓ Send (refer) your child to a specialist if needed

Safety tips for going to in-person visits

- If you think you have COVID-19, notify your PCP before your visit and follow their instructions
- Wear a mask
- Do not touch your eyes, nose or mouth
- Stay at least six feet away from others
- Wash your hands often for at least 20 seconds: if soap and water are not available, use hand sanitizer

Even during the COVID-19 pandemic, make sure to see your PCP at least once a year. At most clinics, in-person well-visits are held at different times of day than sick visits. Telehealth or phone visits may also be available. If you have concerns about going to your well-visit, talk to your PCP to learn about other ways they safely offer well-visits.

Are you a new member?

Make a new patient visit with your PCP within **two months** of becoming an HPSM member! Use this first visit to get to know your PCP and talk about any concerns you have about your health.

NEW DIABETES PREVENTION PROGRAM (DPP)

Join the DPP and lower your risk of getting type 2 diabetes! The program is available at no cost to eligible HPSM Medi-Cal and CareAdvantage members.

IF YOU JOIN, YOU GET:

- One-hour sessions led by trained Lifestyle Coaches over 12 months
- Group support
- A plan for eating healthy, getting more exercise and losing weight
- Handouts with information to help you meet your health goals

TO JOIN, HPSM MEMBERS MUST:

- **Be a member of either HPSM's Medi-Cal or CareAdvantage plan**
- **Be at least 18 years old**
- **Be overweight:** Body Mass Index ≥ 25 (or ≥ 23 if self-identified as Asian)
- **Not be pregnant**
- **Not have diabetes (type 1 or 2)**
- **Not have end-stage renal disease (kidney failure)**
- **Meet one of the following:**
 - **Have prediabetes:** your primary care provider (PCP) can tell you if you have prediabetes
 - **Have had gestational diabetes** in a past pregnancy (Medi-Cal members only)
 - **Get a result of high-risk for type 2 diabetes** on the CDC Prediabetes Risk Test: cdc.gov/diabetes/risktest/index.html (Medi-Cal members only)



LEARN MORE OR JOIN

Call HPSM's Health Education Unit at **650-616-2165**. Our Health Education team can answer your questions about the DPP, see if you are eligible and enroll you if you like. Get more details at hpsm.org/dpp.

SAN MATEO COUNTY NOW HAS TEXT TO 9-1-1 OPTION

If you are having an emergency, you can now text to 9-1-1 for help. This is useful:

- When you cannot safely call 9-1-1
- For people who are hearing and/or speech impaired
- In a medical emergency that makes you unable to speak
- If your cell phone service is too weak to make a phone call but you can text

When texting 9-1-1:

- Use a cell phone or other type of mobile device
- **Include the location and type of emergency in your first message**
- Do not send videos and photos: only text will be received



Text to **9-1-1** is brought to you by CAL FIRE: learn more at tinyurl.com/y52vtosd

ASTHMA TIPS

Asthma is a disease that affects the lungs. It is one of the most common long-term illnesses for children. Signs of asthma include:

- Wheezing
- Breathlessness
- Chest tightness
- Nighttime or early morning coughing
- If your child has been diagnosed with asthma, your child has it all the time. But they will have asthma attacks only when something bothers their lungs. Please do the following to help avoid preventable attacks.
- Fill and pick up your child's prescriptions from the pharmacy.
- Make sure you and your child understand how to use inhalers as prescribed.
- Discuss your child's asthma action plan with their primary care provider (PCP) so you know how to manage your child's asthma. A copy of the asthma action plan can be found online at hpsm.org/asthma.
- Call your child's PCP if you have any questions about their asthma.



PHYSICAL ACTIVITY CAN HELP YOU STAY HEALTHY!

Physical activity has many benefits. It can:



Help you keep a healthy weight



Make bones and muscles strong



Reduce stress



Lower your risk for type 2 diabetes, heart disease, stroke and some cancers



Boost your mood



Improve sleep and brain health

How much physical activity do I need?

The Centers for Disease Control (CDC) recommend that adults:

- Get 150 minutes a week (or 30 minutes a day for 5 days a week) of moderate effort activities. Moderate effort activities are those that allow you to talk but not sing during the activity. This includes walking fast and riding a bike on level ground. **and**
- Do activities that make muscles strong two days a week. This includes lifting weights or heavy gardening (shoveling or digging).

Tips to get started

- Always check in with your primary care provider (PCP) before starting a new exercise routine.
- Set aside time to make physical activity part of your day or week.
- Start slow and work your way up to activities that need more effort.
- Try activities with friends or family for motivation.
- Visit your city's Parks and Recreation Department website for a list of physical activities at reduced cost for residents.

STAY UP TO DATE WITH PREVENTIVE CANCER SCREENINGS DURING THE COVID-19 PANDEMIC

Cancer screening tests have been shown to prevent cancer deaths. These tests can find early signs of cancer in a healthy person who does not yet have symptoms.

Routine mammograms and Pap tests help women stay healthy

Routine mammograms help prevent breast cancer deaths. Routine Pap tests help detect changes in the cervix before a woman develops advanced cervical cancer.

- A mammogram is a screening test that is used to find changes in the breasts, even before a lump can be felt.
- A Pap smear is a screening test that collects cells from the cervix and checks for abnormal growth. Finding these changes early allows for early treatment.

Colorectal cancer screening for all adults

Colorectal cancer screening in men and women has been shown to prevent cancer in the colon. Different screening tests are used to find early signs of colorectal cancer. Adults age 50 to 75 should ask their primary care provider (PCP) which test is right for them.

- The FIT and gFOBT tests check for blood in the stool and should be done once a year.
- The FIT-DNA test checks for colon cancer DNA markers and for blood in the stool. This test should be done every one to three years.
- The sigmoidoscopy and colonoscopy are medical procedure tests that check for polyps inside the colon and rectum. The sigmoidoscopy should be done every five years. The colonoscopy should be done every 10 years.

HPSM recommends:

- **For cervical cancer screening:** Women get their first Pap test at age 21, and test again every three years through age 64.
- **For breast cancer screening:** At age 40, women talk with their PCP about when to start getting routine mammograms. Some women start in their forties, and some start in their fifties. Ask your PCP about your specific risks for breast cancer. After your first mammogram, get tested every one or two years through age 74.
- **For colorectal screening:** Women and men, at age 50, should undergo colorectal cancer screening. Your PCP will discuss the benefits and risks of each method with you.



HPSM'S COVID-19 WEBSITE RESOURCES

Learn how to stay safe from COVID-19 — visit hpsm.org/COVID-19

NEW COVID-19 VACCINATION INFORMATION

Learn about vaccine safety, who can get the vaccine now and more

COVID-19 Resources for Members

The coronavirus (COVID-19) situation is changing rapidly. The health of our members remains our top priority. For the safety of all HPSM members and employees, and to comply with public health guidelines, HPSM will no longer host in-person meetings at the offices. However, HPSM is committed to serving your needs during this crisis.



COVID-19 Vaccination is here!

Learn more about the vaccine and how you can get it

To make sure you have the information and support you need to stay safe and healthy, we will post COVID-19 updates here.
Just click the button below to find what you need.



Access to Medication



Meal Delivery & Community Resources



Eligibility & Coverage



Telephonic Medical Advice



Emotional Wellness



Personal & Home Safety

Information about
medication refills &
delivery options

Answers to your
eligibility &
coverage questions

Resources to
support your
emotional health

Food resources,
financial assistance
& legal advice

Who to call when
you have health
care questions

Experts' advice on
protecting yourself
against COVID-19

► For information about your benefits, visit hpsm.org