

BE HEALTHY

Tips from HPSM's Health Promotion Unit

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



Baby
 **Me**

Take the first steps for YOUR BABY'S HEALTH

Babies don't come with instructions.
Our goal is to help you make your baby's
journey a healthy one. Get started with helpful tips,
health coverage information and resources!

FIRST: ENSURE YOUR BABY HAS HEALTHCARE COVERAGE!

Making sure your baby has healthcare coverage helps protect both you and your baby.

Your baby is covered under your insurance for 30 days after birth. You will need to enroll your baby in health insurance within 30 days of their date of birth for them to be covered by health insurance. Apply for Medi-Cal through the San Mateo County Human Services Agency (HSA).

Contact the San Mateo County HSA as soon as possible!



1-800-223-8383



1-650-654-8885



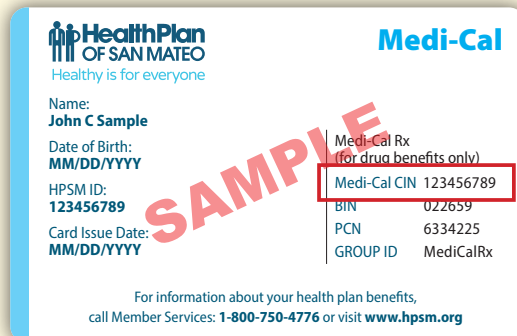
400 Harbor Blvd., Bldg. B,
Belmont, CA 94002



8:00 a.m. – 5:00 p.m.

Or, visit www.smcgov.org/hsa.

Make sure you have your Medi-Cal case number — also known as your Client Identification Number (CIN).



THEN: CHOOSE YOUR BABY'S PROVIDERS

Once your baby is enrolled in Medi-Cal, your first action should be choosing a primary care provider (PCP) your baby will see for all check-ups. In a few months you will also need to choose a dentist for your baby. To find and choose a PCP and dentist in our Provider Directory:

1. Go to www.hpsm.org/find-a-provider or scan the QR code.
2. Enter your information in sections 1 and 2.
3. In section 3 select "**Primary Care**" and click "**Search**".
4. On the right side of the new page, click "**Specialty**" and choose "**Pediatrics**".
5. Once you find the PCP you want, log in to the Member Portal at www.hpsm.org/member-login. If you are a new user, sign up for an account.
6. Type the provider's name into the "**Provider**" field. To choose a clinic, type the clinic's name into the "**Clinic**" field.
7. Click "**Search**" then "**Select**" on the next screen.
8. Select a reason for the change and click "**Accept**" to get confirmation of the change and the date it takes effect.



Selecting a dentist is just as easy!

- Complete steps 1-2 from the list above.
- Select "**Dental**" and click "**Search**."
- On the right side of the new page, click on "**Specialty**" and
- choose "**Pediatric Dentistry**"

After you select your dentist, call their office to schedule your child's visit.

If you have questions about choosing a PCP or dentist for your baby, call Member Services at 1-800-750-4776.



NEXT: TAKE YOUR BABY FOR WELL VISITS

It is important to take your baby to their primary care provider (PCP) for regular check-ups — even if your baby seems healthy. HPSM members get these check-ups, also called well visits at no cost.

REGULAR WELL VISITS ALLOW YOUR BABY'S PCP TO:

- Check your baby's health
- Address any health concerns early
- Track growth (weight, height and head size)
- Track development (how your child acts, moves, plays, learns and responds to other people)
- Discuss what you can expect your baby to be able to do in between the current and next visit.

DURING A WELL VISIT, YOUR BABY'S PCP WILL:

- Answer your questions or concerns about your baby's health
- Examine your baby's body
- Check in about daily activities (feeding, peeing, pooping and sleeping)
- Do screenings based on your baby's age – such as checking for potential lead exposure
- Inform you about their concerns for your baby's health and make a plan with you to address them
- Give vaccines your baby is due for
- Share suggestions for keeping your baby healthy, like caring for their teeth and gums
- Share tips for keeping your baby safe
- Refer your baby to a specialist if needed





TIPS TO GET THE MOST OUT OF YOUR BABY'S WELL VISIT:

- 1** Bring a list of questions/concerns, such as:
- Is my baby at a healthy weight?
 - Does my baby need any screenings?
 - Is my baby up to date on their vaccines?
 - Is screen time okay for my baby?

- 2** Bring any information you think your baby's PCP should be aware of, such as:
- Your baby's vaccination record.
 - Any after-visit summaries from recent urgent care, emergency room or hospital visits.

- 3** Forms you need completed.



Schedule your baby's next well visit before you leave the PCP's office. Ask for a reminder card and put the visit date in your calendar.



PROTECT YOUR CHILD FROM LEAD POISONING

No level of lead is safe for children. Even small amounts of lead have been shown to reduce the ability to learn and pay attention. Children can be exposed to lead in many ways, like:

- Living in a home built before 1978 containing lead-based paint.
- Swallowing or breathing in lead dust from paint, toys, jewelry.
- Touching the skin or work clothes of family member who works with lead-based products.

TO PROTECT CHILDREN FROM LEAD POISONING

- Regularly clean your child's hands, toys and play areas.
- Repair peeling paint in your home.
- Talk to your child's primary care provider (PCP) about getting tested for lead.
 - A blood test is the best way to know if your child has been exposed.
 - Children should be tested at one and two years old.

Learn more at:

www.hpsm.org/child-health/health-and-safety

or scan QR code.



Once your baby is tested for lead ask their PCP to explain the test results. If your baby's blood lead level is high, work with their PCP to make a plan for follow-up tests and visits.





TAKING CARE OF YOUR BABY'S TEETH

Most babies get their first teeth at around six months old. But, teeth can start to appear as early as three months old. It is important to take care of your baby's teeth as soon as they appear.

BABY TEETH:

- Hold the space where permanent teeth come in
- Help your baby chew
- Help your baby learn to talk

WHEN BABY'S TEETH START TO APPEAR:

- Wipe their gums and brush their teeth twice a day with a soft, clean cloth and/or small toothbrush and plain water.
- Visit the dentist to learn how to prevent and spot signs of tooth problems early
- Talk to your baby's dentist or PCP about putting fluoride varnish on your baby's teeth. It can be an easy way to stop tooth decay or cavities. It takes less than three minutes and safe for babies and toddlers.



KEEPING YOUR BABY'S TEETH HEALTHY

1. Talk to your baby's primary care provider (PCP) about when to start solid foods and drinks other than breastmilk and/or formula.
2. Limit juice and other sugary foods and drinks (after your baby starts eating solid foods and having drinks other than breastmilk and/or formula)
3. After their first visit with the dentist, take them every six months – or as recommended

Learn more tips for keeping children's teeth healthy at
<http://www.hpsm.org/child-health/oral-health/>.



HPSM Medi-Cal members get dental care through HPSM Dental. Visit www.hpsm.org/dental to learn about covered dental services and how to choose a dentist.



GET NO-COST RIDES TO APPROVED HEALTHCARE VISITS.

Not having transportation should not keep you from going to your baby's well visits. Use **HPSM's Ride Benefit** when you have no other form of transportation. This includes well visits, pharmacy, dental, and more. Rides to non-healthcare locations (schools or grocery stores) are not covered.

To schedule a ride, call American Logistics at **1-844-856-4389** at least two (2) business days before your appointment. For urgent appointments call as soon as you can (including after hours). Before you call, know that:

- You need to bring a car seat for your baby.
- Be on time and ready. The driver will pick you up at least one hour and fifteen minutes before your appointment time. The driver will only wait five minutes at your pick-up location.
- If you asked for a return ride home, call right after your appointment.

▶ Learn more at www.hpsm.org/ride.

Have your HPSM ID card ready when you schedule and take the ride.

GET NO-COST MEDICAL ADVICE BY PHONE

If you are worried about your or your baby's health, HPSM has a nurse advice line open 24 hours a day/seven days a week.

Call **HPSM's Nurse Advice Line** at **1-833-846-8773** if your provider is not available. Registered nurses are ready to answer questions about your or your baby's symptoms.

▶ Learn more about when to call at www.hpsm.org/nurse-advice-line.

For questions about benefits and covered services
call HPSM Member Services at **650-616-2133**.

RESOURCES

Whether you have questions about your baby’s health or your benefits, HPSM is here to help. Remove this sheet from the booklet and put it where you can see it. Then you will always know who to call when you have questions.

What you want to do	How to do it
Enroll your baby in Medi-Cal	Contact San Mateo County Human Services Agency at 1-800-223-8383
Schedule appointments and well visits or ask questions about your baby’s health	Call your baby’s primary care provider (PCP)
Get information about the HPSM Dental plan	Visit www.hpsm.org/dental
Get medical advice when your provider is not available	Call HPSM’s Nurse Advice Line at 1-833-846-8773
Get rides to approved healthcare visits and the pharmacy at no cost	Visit www.hpsm.org/ride or call 1-844-856-4389
Get information about helping your baby stay healthy	Check out HPSM's Child Health Tips at www.hpsm.org/child
Ask questions about your benefits and covered services	Call HPSM Member Services at 650-616-2133
Learn about community resources for parents	Call HPSM’s Health Promotion Unit at 650-616-2165

There are also many local and national mental health support resources for new parents at no cost. You can reach many by phone 24 hours a day, 7 days a week. Call HPSM’s Health Promotion Unit at **650-616-2165** for more information.



HPSM is committed to helping you and your baby **Be Healthy** by inviting you to read, learn and take an active role in your and your baby's health. We hope this information will be useful to you.

Your feedback is very important to us. Please let us know what you think about this booklet. Visit **www.hpsm.org/comms-survey** or use your mobile device to scan the QR barcode below to complete our five-minute survey.

