

HEALTH *matters*

Benefit information, health tips and resources for HPSM CareAdvantage members

Summer 2023



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CELEBRATING DIVERSITY!

At HPSM, “healthy is for everyone” reflects how we respect and support San Mateo County’s diverse population. Our goal is that every person we cover has access to quality health care. As we celebrate our diverse member population, we also know that the health care experiences of all groups are not equal. This affects their ability to get quality care. A step to addressing this inequity is building awareness.



In May, we celebrated AAPI Heritage Month. If you follow us on Facebook and Instagram, you may have seen our posts supporting the AAPI community. For example, we highlighted some of the AAPI health care trailblazers who advanced the field of medicine. One of these is North East Medical Services (NEMS). This HPSM network provider is one of the largest non-profit community health centers in the U.S. mostly serving the medically underserved AAPI population. They have 15 Bay Area medical clinics — including a brand-new facility in Daly City!



June was LGBTQIA+ Pride Month, an annual celebration of the vibrant LGBTQIA+ community. During this time, we used our website and social media platforms to highlight resources and services available to our members of every sexual orientation and gender identity to stay healthy. We shared ways that people can support their LGBTQIA+ family members, friends, neighbors and

coworkers. We also promoted local Pride events happening throughout the month and the San Mateo Pride Center as a valuable community resource. Their events in June included LGBTQIA+ support groups, training webinars and a Pride celebration.

The LGBTQIA+ community is made up of those who are:

Lesbian

Gay

Bisexual

Transgender

Queer or Questioning

Intersex

Asexual

+ many other sexual orientations and gender identities

- Check out our new LGBTQIA+ Health Tips! Visit www.hpsm.org/health-tips then click on LGBTQIA+ Health.
- Visit www.hpsm.org/diversity to see our new Diversity, Inclusion and Health Equity microsite.

GET THE FLU VACCINE THIS FALL

The flu vaccine lowers your chances of getting sick from the flu. If you don't get the flu, you can't spread it to your family. Everyone six months and older should get the flu vaccine.

You can get the flu vaccine starting this Fall.

Getting the flu vaccine is easy. Call your primary care provider (PCP) to schedule a visit. Or call or walk into your local pharmacy and ask if they have the vaccine. To find a place to get the vaccine near you, visit <https://vaccinefinder.org>.



▶ Learn more about the flu at www.hpsm.org/flu-vaccine.

CREATE HEALTH GOALS WITH HPSM CARE MANAGEMENT



Want help meeting your health goals? Enroll in HPSM's Care Management program! This no-cost service gets you, your health care providers and HPSM all working together. It provides focus and support to help you reach your goals.

How HPSM's Care Management program works

When you join the Care Management program, you are assigned an HPSM Care Manager. They connect with you by phone to:

- Help you solve problems that keep you from meeting your health goals.
- Educate you about managing your health issues and good self-care.
- Connect you with resources and programs that can help.
- Encourage you to follow your treatment plan and complete necessary health assessments.
- Support you and your family when faced with complex medical conditions or critical events.

Your Care Manager also talks with your health care providers to get their ideas and input. You and your health care providers can say yes or no to any suggestions your Care Manager makes.

- **Any HPSM member can join the Care Management program.** Family members and authorized representatives can also refer members in their care to the program. To learn more, call **650-616-2060** Monday through Friday, 8:00 a.m. to 5:00 p.m. TTY: dial **1-800-735-2929** or 7-1-1.



HPSM'S OFFICE IS OPEN TO VISITORS AGAIN

On May 1st, 2023, HPSM reopened its doors to visitors for the first time in over three years. The office is now open to the public Monday through Friday from 8:00 a.m. to 4:00 p.m.

Visitors only need to wear masks during private appointments. We have masks on hand for those who do not have them. Other health and safety precautions are in place as well.

- For more information about visiting HPSM's office, call the HPSM Reception Desk at **650-616-0050**.

URGENT HEALTH CARE ADVICE BY PHONE 24/7

HPSM members can call the Nurse Advice Line for urgent health questions when their health care providers are not available or after hours. When you call, Registered Nurses are ready to answer questions about your symptoms. They can tell you if you need urgent care (such as seeing a health care provider within 24 hours) or if you can wait a few days. Sometimes a nurse might give you advice for self-care at home.

The Nurse Advice Line is for urgent questions about your health.

For questions about your benefits, call Member Services or the CareAdvantage Unit:

Medi-Cal / HealthWorx HMO / ACE members

Call Member Services

Local: **650-616-2133** or

Toll-free: **1-800-750-4776**

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

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

CareAdvantage members

Call the CareAdvantage Unit

Local: **650-616-2174** or

Toll-free: **1-866-880-0606**

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

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



**Call the
Nurse Advice Line**

**TOLL-FREE
1-833-846-8773**

MOVE MORE THIS SUMMER!

Make time to do more physical activities this summer! Physical activity has many benefits. It can help you feel better, sleep better, keep a healthy weight and more!

Use these tips to get started:

- Pick activities that you enjoy.
- Invite family and friends.
- Start slow and work your way up to activities that need more effort.
- Talk with your primary care provider (PCP) about changes you may want to make to new exercise routines.

For a list of ideas for physical activity and more, visit the Centers for Disease Control and Prevention website at www.cdc.gov/physicalactivity/basics/adding-pa/places-to-be-physically-active.html.

Physical activity options in San Mateo County

There are a lot of indoor and outdoor physical activities you can do in San Mateo County! Walk along the water, hike, swim, or go to a local playground or recreation center. To learn more, visit:

- **The San Mateo County Parks website** at www.smcgov.org/parks/list for a list of local parks to enjoy the outdoors.
- **Your city's Parks and Recreation Department website** for a list of physical activity programs and swimming pools at reduced cost for city residents.



FREE ENTRY TO SAN MATEO COUNTY'S PARKS THROUGH THE MARIPOSA PROGRAM

Being outdoors has many benefits. It can improve attention span, reduce stress and motivate people to exercise. In San Mateo County, there are a lot of outdoor spaces that we can enjoy! The Mariposa Program helps you get free entry to some of those outdoor spaces.

The Mariposa Program is offered by San Mateo County's Parks Department and the Human Services Agency (HSA). Through the program, you can get a park pass to enter San Mateo County Parks for free. To get a free park pass, you must meet at least one of these:

- Be an HPSM Medi-Cal, CareAdvantage or ACE member.
- Be enrolled in CalFresh or CalWORKS.

You can use the park pass to walk along the bay or reservoir, hike trails, bike, enjoy ocean views, go to a playground and more at San Mateo County Parks! The park pass can be used for 12 months from the date it is issued. It covers the entrance fee to these parks:

- San Bruno Mountain in Brisbane
- Junipero Serra Park in San Bruno
- Coyote Point Recreation Area in San Mateo
- Huddart Park in Woodside
- San Pedro Valley Park in Pacifica
- Sam McDonald Park in Loma Mar
- Memorial Park in Loma Mar



To request a free park pass:

1. Call San Mateo County's HSA at **650-508-3200**. Leave your name and phone number.
2. A service specialist will contact you to confirm eligibility.
3. Once your eligibility is confirmed, the San Mateo County Parks Department will mail your park pass to the address you give them. It can take up to two weeks for the pass to arrive.

If you don't meet the eligibility for this program, you can get free entry to a San Mateo County Park if:

- You check out a park pass at a San Mateo County Library.
- You are a veteran and show proof of veteran status.
- You are a senior (62+). Free entry is on non-holiday Mondays through Fridays.
- Your vehicle displays disabled plates/placards.

► Learn more about San Mateo County Parks at www.smcgov.org/parks.

BIRTH CONTROL COVERAGE

HPSM covers over-the-counter (OTC) birth control medications and products that are approved by the U.S. Food and Drug Administration (FDA). Members can get them from HPSM network pharmacies with no cost-sharing or medical management limits. To find in-network pharmacies near you, search HPSM's Provider Directory. It is online at www.hpsm.org/findprovider.

As of January 1, 2024, HPSM will not set any limits or delays on vasectomy services or procedures. That includes but is not limited to pre-approval.

HPSM CONTINUES TO COVER COVID-19 SERVICES AFTER THE FEDERAL GOVERNMENT ENDS THE COVID-19 PUBLIC HEALTH EMERGENCY

On May 11, 2023 the federal government ended the COVID-19 public health emergency (PHE). Going forward, HPSM members will continue to have access to COVID-19 services such as:

- **Vaccines** Adults and children can still get COVID-19 vaccines and boosters at no cost. Learn more at www.hpsm.org/covid-19-vaccination.
- **Testing** HPSM members can still get tested for COVID-19 at no cost. They can get tested at their PCP's office or a network pharmacy. They can also still get reimbursed for the cost of at-home tests. Learn more at www.hpsm.org/covid-19-testing.
- **Treatment** HPSM still covers medications (such as Paxlovid) for patients who are at risk of severe COVID-19. Learn more at www.hpsm.org/covid-19-treatments.
- **Telemedicine** HPSM still covers telemedicine services for COVID-19 and other health care issues. This includes phone and video-chat sessions. Learn more at www.hpsm.org/member/telemedicine.

If our coverage of health care services for COVID-19 changes, we will let you know.

HELP YOUR CHILD GET READY TO GO BACK-TO-SCHOOL

It's summer, and a great time to take your child to get check-ups and vaccines that they are due for! This includes taking your child to their primary care provider (PCP) for a yearly check-up (also called a well-child visit) and to their dentist for a dental check-up!

Use these tips to prepare for your child's well-child visit and dental check-up this summer:

- ✓ Write down a list of questions or concerns you have about your child's health and bring them to your visit.
- ✓ Complete surveys that your child's provider or dentist has sent you before the visit.
- ✓ Bring any forms you need your child's provider or dentist to fill out for school.
- ✓ Bring any information that you think your child's provider or dentist should be aware of. For a well-child visit, this may include:
 - Your child's vaccination record.
 - Any after-visit summaries from recent urgent care, emergency room or hospital visits.

- ▶ Schedule your child's next well-visit or dental visit before you leave the office. Make sure to ask for a reminder card or write down the date of the next visit in your calendar.

DON'T LOSE YOUR MEDI-CAL COVERAGE — MAIL YOUR RENEWAL PACKET NOW!

Most Medi-Cal members got a yellow envelope in the mail from the San Mateo County Human Services Agency (HSA) with forms that must be filled out and mailed back to renew Medi-Cal coverage. ***If you have not done this yet, make sure you do it right away or your Medi-Cal coverage will end.***

- Turn in what you have now—even if it is not complete. You can send the rest later.
- If you don't have your packet or can't find it, call HSA at **650-295-3622**. TTY: dial **7-1-1**. They are open Monday – Friday from 8:00 a.m. to 5:00 p.m. If you have sent in your packet, HSA will either confirm your renewal or ask you for more information.

- ▶ **Sign up to get text or email alerts about your case** by creating or checking your Covered California, BenefitsCal or MyBenefitsCalWIN account. You may also be able to submit your renewal or request information online at www.mybenefitscalwin.org.

RISKS OF LONG-TERM OPIOID USE

AND TIPS TO REDUCE THOSE RISKS

Opioids are a class of medications that can be prescribed to treat pain. The longer opioids are used, the higher risks can get. If you take or plan to take opioids for more than three months, it is important to know the possible risks. We want to make sure you have the information to keep yourself safe.

RISKS OF LONG-TERM OPIOID USE*

MISUSE AND ADDICTION As many as one in four people who take opioids long-term struggle with misuse or addiction. Over time, opioids may not lower your pain, making you think you need a higher dose.

MORE PAIN If opioids are taken daily, they may worsen pain or cause pain in other parts of your body that did not have pain before. There is not enough data to prove that long-term opioid use reduces pain.

HEALTH DIFFICULTIES like:

- Abdominal pain
- Constipation
- Heart problems
- Breathing problems
- Depression
- Hormone changes
- Confusion
- Falls and fractures
- Overdose or death

Opioids include:

- Hydrocodone
- Oxycodone
- Morphine
- Tramadol
- Methadone
- Fentanyl
- Codeine

REDUCE THE RISKS THAT COME WITH LONG-TERM OPIOID USE

Talk to your provider about:

- Increased risk of overdose while taking other medications with opioids (like benzodiazepines used to treat insomnia or anxiety).
- How cutting back or stopping the use of opioids can be a healthy choice for you.
- Other types of pain care that may work better and be safer than opioids, like:

SELF CARE ACTIVITIES YOU CAN DO ON YOUR OWN:

- ▲ Physical therapy
- ▲ Exercise
- ▲ Quitting tobacco
- ▲ Talk therapy
- ▲ Acupuncture

NON-OPIOID MEDICATIONS:

- ▲ Acetaminophen
- ▲ Non-steroidal anti-inflammatory drugs or NSAIDs (like ibuprofen, naproxen or diclofenac)
- ▲ Anticonvulsants (like gabapentin or pregabalin)
- ▲ Antidepressants (like amitriptyline or duloxetine)
- ▲ Topical products (like lidocaine 4% patches)

Visit www.hpsm.org/pain-management to learn more about managing chronic pain.

* Dowell D, Ragan KR, Jones CM, Baldwin GT, Chou R. CDC Clinical Practice Guideline for Prescribing Opioids for Pain — United States, 2022. MMWR Recomm Rep 2022;71(No. RR-3):1–95. DOI: <http://dx.doi.org/10.15585/mmwr.rr7103a1>.

CAREADVANTAGE 2023 ANNUAL NOTICE OF CHANGES (ANOC) COMING IN OCTOBER

By mid-October, you will get an ANOC in the mail. This is sent to all CareAdvantage members. It explains all changes in costs, rules, benefits and coverage that will start on January 1, 2024. It also lets members ask for printed member materials like the Evidence of Coverage, Summary of Benefits, Formulary and Provider Directory. If you do not get an ANOC by the end of October, please call the CareAdvantage Unit.

HAPPY WITH CAREADVANTAGE? TO KEEP IT, DON'T JOIN ANOTHER PLAN!



You may get mail and phone calls from other companies telling you to join their Medicare Advantage health care plan. You may even see their TV commercials. But **if you enroll in another plan, you will no longer be a CareAdvantage member**. Then you will lose all your CareAdvantage benefits. You may not even be able to see the doctors you have now, including our large network of specialists.

You don't need to do anything to keep enjoying all your CareAdvantage benefits — such as the new and enhanced benefits that started on January 1, 2023:



Up to \$360 every year for over-the-counter (OTC) medications and medical supplies Use a prepaid debit card to buy products at local stores like Walgreens and CVS. You can also order online, over the phone and by mail. Get medications, vitamins and so much more!



\$175 every year in vision coverage for glasses and contact lenses Every year, choose between a new pair of eyeglasses with frames or contact lenses. Plus get an annual eye exam, glaucoma screening and eye care services — all with no copay!



Up to \$25,000 a year for emergency care and transportation anywhere in the world Your emergency health care costs are covered wherever you go. Relax knowing you are covered when you're visiting family overseas or just travelling for fun!

If you have questions about your benefits or how to use them, contact the CareAdvantage Unit.

Toll-free: **1-866-880-0606** Local: **650-616-2174**

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

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

Email: **CustomerSupport@hpsm.org**