

Health *matters*



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HealthMatters is published as a community service for the members of Health Plan of San Mateo (HPSM). If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

 www.hpsm.org

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Healthy is for everyone
801 Gateway Blvd., Suite 100
South San Francisco, CA 94080
650-616-0050 • www.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. A representative will connect you to the Utilization Management (UM) unit. 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. Utilization Management decisions are based strictly on medical necessity, appropriateness of care and HPSM eligibility.

Medi-Cal, HealthWorx and Healthy Kids members and ACE participants:

call the Member Services department

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

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.



Are You Turning 65? You Can Join CareAdvantage

Wouldn't it be great to have all your Medicare and Medi-Cal benefits in one health care program? If you are 65 or older and live in San Mateo County, then you can — by joining HPSM's CareAdvantage Cal MediConnect Plan (Medicare-Medicaid Plan).

CareAdvantage makes it easy to get the most out of your health care. For instance, there's just one I.D. card to carry and one phone number to call. Plus, CareAdvantage Navigators help you figure out what services you need and which doctors to see. You also get extra benefits that give you more than Medicare and Medi-Cal provide, such as:

- A network of over 5,000 providers to choose from
- No co-pays for medical and hospital services
- No to low co-pays for prescription drugs
- \$100 every two years towards eyewear
- And much more

✉ *Learn more about CareAdvantage, including how to join, at www.hpsm.org/enroll*

New Member? Make a New Patient Visit with Your PCP

Want to get your new health care plan off to a great start? Then call your primary care provider (PCP) to make a new patient visit **within two months of becoming an HPSM member**. You don't need to have any health issues to make a new patient visit. Use this first visit to talk to your provider about any concerns you have about your health.

After your first visit, be sure to see your PCP at least once a year. Getting regular health exams and tests can help find problems early on. That makes regular preventive care visits with your PCP one of the best ways to stay healthy.

Need help choosing a PCP? Call HPSM Member Services

(toll-free) **1-800-750-4776** or **650-616-2133**

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

Friday 9:30 a.m. to 6:00 p.m.

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

If you do not select a PCP within 30 days, HPSM will automatically assign you to a PCP. Then you will receive a new HPSM ID card with the name of your new PCP.

Free Language Translation for HPSM Members

If your doctor does not speak your language, you can get a free interpreter so you can talk to each other. We have phone interpreters for all routine visits. All of our written materials are also in English, Spanish, Chinese and Tagalog.

To ask for an interpreter:

- Medi-Cal, Healthy Kids and HealthWorx members: call **1-800-750-4776**
- CareAdvantage members: call **1-866-880-0606**

Give Family & Friends a Break—Use an Interpreter

It's much better to have an HPSM interpreter translate for you rather than family members (such as children) or friends.

HPSM Interpreter

- Can translate complex health info from your doctor's language into yours so you can understand it
- Can translate what you say so that your doctor fully understands your symptoms and health concerns
- Are legally bound to protect your privacy

Family & Friends

- May not be able to understand and clearly tell you what your doctor says
- May not be able to clearly describe your health issues and concerns to your doctor
- May feel uncomfortable hearing and talking about your private health issues



Are you deaf or hard of hearing?

You can have an American Sign Language (ASL) interpreter go with you to your doctor's visit at no cost to you. To arrange for an ASL interpreter, please call **1-800-735-2929** at least five days before your doctor's visit.

Stay Healthy This Winter — Get Your FREE Flu Shot

Flu season is here, so get your flu shot to avoid getting sick. Flu shots are free for all HPSM members. You can get a flu shot by visiting your doctor or local pharmacy. Be sure to bring your HPSM Member ID with you.



3 reasons to get a flu shot

- 1** Research by the U.S. Centers for Disease Control and Prevention shows that flu shots reduce your risk of getting the flu by 40 to 60 percent
- 2** If you don't get the flu, you won't miss work — or miss out on weekend fun
- 3** If you don't get the flu, you can't spread it to others — such as your kids, who would miss school

Learn About Our Quality Improvement Program

We want you to stay healthy.

Our Quality Improvement team makes sure HPSM provides quality care and services so you can reach your health goals. You can read about the quality program on the HPSM website at hpsm.org. You can also ask us to send information on the quality program to you. Just email healtheducationrequest@hpsm.org or call **650-616-2165**.

Team Health — You, Your Doctor and HPSM

Want help meeting your health goals? Then join HPSM's Care Management program. This free service gets you, your doctor and HPSM all working from the same plan. This provides the focus and support you need to reach your health goals.

How HPSM's Care Management Program works

When you join the Care Management program, you are assigned an HPSM Case Manager. They then call you on the phone to:

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

Your Case Manager also talks with your doctor to get their ideas and input. You and your doctor can say yes or no to any suggestions your Case Manager makes.

Any HPSM member can join HPSM's 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 users: call **1-800-735-2929** or dial **7-1-1**)