

HEALTH *matters*

The latest information about benefits, tips on staying healthy and helpful resources for HPSM members

April 2022



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MEET HPSM'S NEW CHIEF EXECUTIVE OFFICER (CEO) — PATRICK CURRAN

Hello HPSM members! It is my honor to lead HPSM as its CEO. I strongly believe in our mission to make sure that “healthy is for everyone” and would like to share with you a few of the goals we have to make sure that remains true.



1. **Continue working closely with San Mateo County Health.** Right now, HPSM is working with the County to make sure all members have access to COVID-19 vaccines and testing. This year, we will also be strengthening our efforts with the County to provide extra support to our most at-risk members, such as those experiencing homelessness or who are often in the hospital. We will work to connect these members with services to help them find and keep a safe home environment, get nutritious meals and more.
2. **Improve access to dental care** through the new HPSM Dental program. Combining dental care with medical and behavioral health care can help make sure our members are able to achieve better overall health.
3. **Focus on the needs of HPSM members** to make sure all can get the care and services they need through health education, communication and partnerships with doctors and community organizations.

I am committed to working closely with my HPSM colleagues every day to stay true to these goals and wish you all the best of health.

Pat

CHANGES TO HPSM'S HOMEADVANTAGE PROGRAM

Since 2016, HPSM has brought home-based medical care at no cost to qualified members of our CareAdvantage program. This helps them stay healthy and avoid unnecessary hospitalization. (Learn more at www.hpsm.org/how-homeadvantage-helps). We recently made some changes to the program:

A new vendor called Upward Health brings HomeAdvantage services to current participants. They will follow current treatment plans and make sure participating members have access to the services and level of care that are best for them.

HomeAdvantage will offer three different service tiers and will place participants in the service tier that best meets their health care needs.

HomeAdvantage

- Scheduled visits with a medical provider
- Live 24/7 phone support: members can call any time they have urgent needs or questions
- Urgent visits at home when people need them and their doctor is not available

HomeAdvantage OnDemand

- Yearly health exam at home
- Live 24/7 phone support: members can call any time they have urgent needs or questions
- Urgent visits at home when people need them and their doctor is not available

HomeAdvantage FocusCare

- 90-day post-discharge support after an event such as an inpatient, emergency room or hospital visit
- A home visit within three days of discharge to review care, treatment plans and medications
- Subsequent follow-up visits

► **If you are already in HomeAdvantage or have questions** about the program or the transition to Upward Health, please contact the CareAdvantage Unit at **1-866-880-0606** or **650-616-2174** (TTY: **1-800-735-2929** or dial **7-1-1**). Call Center hours are Monday through Sunday from 8:00 a.m. to 8:00 p.m.

HPSM OFFERS NEW SERVICES THROUGH CALAIM

On January 1, 2022, the Department of Health Care Services (DHCS) launched **California Advancing and Innovating Medi-Cal (CalAIM)**. This statewide program lets health plans like HPSM cover new types of care for high-need Medi-Cal members. While some types of care will not start until next year, HPSM now covers two new services:

Enhanced Case Management (ECM) benefit will help coordinate and provide extra care coordination services to HPSM's most at-risk Medi-Cal members. This includes people who are experiencing homelessness, often hospitalized or at risk of mental health institutionalization. ECM services provide a Care Coordinator who talks with the member and their doctors to make sure everyone is working together. This way the member gets the care they need to stay healthy.

Community Supports covers non-medical types of help that are designed to help address life challenges that can affect a person's health. These help reduce hospitalization and institutionalization. Right now, Community Supports services provide:



Help finding housing



Home safety improvements
to help prevent accidents



Coordination of care and
services needed at home



Financial help for move-in
(housing deposits)



Help transferring from a care facility
to independent living



Meals to fit health needs

► To learn more about CalAIM visit www.dhcs.ca.gov/CalAIM/Pages/calaim.aspx or call HPSM Member Services at 650-616-2133

CHECK OUT HPSM's UPDATED ONLINE HEALTH TIPS

HPSM has a vision that *Healthy is for everyone*. To help bring that vision to life, we have updated our Health Tips webpages with new information and a new look. Each Health Tip page is an easy-to-use guide that covers a topic and links to more online resources. The Health Tips webpages cover many topics, including:



Chronic health issues
such as diabetes, asthma,
breast cancer and more



Preventive care basics
like the value of health
visits and vaccines



Healthy living advice
on exercise, nutrition and
weight management



Information for
children, teens, older
adults and pregnancy

► Check out our Health Tips online at www.hpsm.org/health-tips

HPSM'S POPULATION HEALTH MANAGEMENT (PHM) PROGRAM

HPSM's PHM Program helps our members be healthy. As part of PHM, we offer several special support programs. Here is a look at how these programs help members reach their health goals.

ASTHMA OUTREACH PROGRAM

This program is for members diagnosed with asthma. It helps them avoid preventable attacks. HPSM's Health Promotion staff calls members to:

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

Members with asthma who have not filled some or all their controller inhaler prescriptions are enrolled. To opt out of the program or learn more, call **650-616-2165**. You can also learn more at www.hpsm.org/asthma.

HPSM refers our pediatric members to San Mateo County's home visiting asthma program. Members can enroll in or opt out of the program when the County contacts them for the first time. To find out more about this program, call HPSM's Health Promotion Unit at **650-616-2165**.



BABY + ME PROGRAM

All pregnant people and new moms are eligible for this program. Baby + Me promotes timely care and health for mother and baby, from the start of pregnancy to birth and beyond. As part of the program, HPSM's Health Promotion staff also offers referrals to community resources for pregnant people, new moms and their families. Plus, participants can earn up to \$100 in Target GiftCards™ for going to two appointments!

- Participants who visit their provider within the first 12 weeks of pregnancy get a \$50 Target GiftCard™
- Participants who visit their provider between 1 and 12 weeks after having their baby get a \$50 Target GiftCard™

Eligible members can sign up for the Baby + Me program at www.hpsm.org/baby-and-me. Or they can call HPSM's Health Promotion Unit at **650-616-2165** to join or opt out.

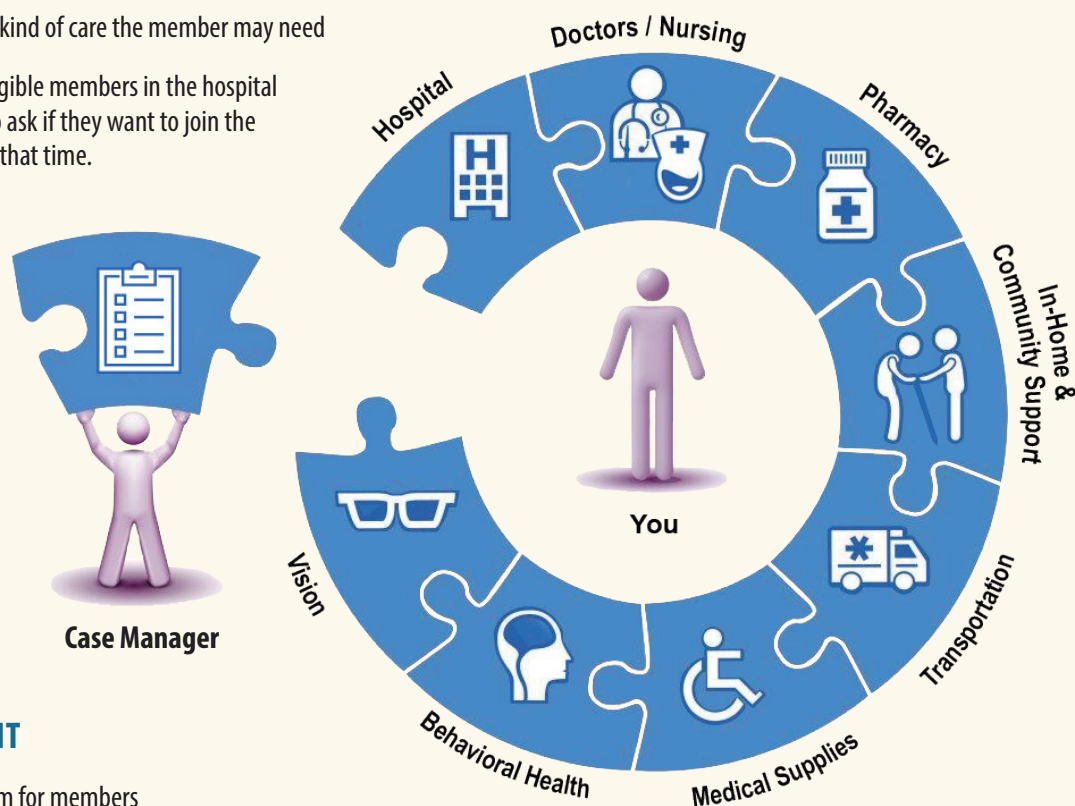
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CARE TRANSITIONS

This is an outreach program available to members who are being sent home from the hospital. After the member returns home, a Care Transitions Coach can help them follow the plan for their care so that they can stay out of the hospital by:

- Working with the member's HPSM Case Manager and social worker on their care plan
- Helping the member get care from their primary care provider (PCP)
- Telling the member's family what kind of care the member 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.



COMPLEX CASE MANAGEMENT

Complex Case Management is a program for members with multiple chronic conditions and limitations (such as sight impairment and mobility limitations). This program aims to help members:

- Get the care they need
- Reach their health goals
- Get emotional and social support

It also helps connect members with plan programs, community resources and healthcare providers. This helps the member reach their health goals. A Case Manager works with the member, their primary care provider (PCP) and their authorized representatives to:

- Identify and prioritize their problems, goals and interventions
- Identify barriers and develop a solution-focused care plan
- Refer them to helpful resources
- Assist members in managing complex health issues or critical events
- Develop a follow-up schedule within specific time frames

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 or call 650-616-2060.

MEMBER RESOURCES

GET AN INTERPRETER FOR YOUR NEXT VISIT

HPSM members can get a video or phone interpreter for health care visits at no cost. When you make your appointment, tell your provider that you would like an interpreter for your visit. If you decide later that an interpreter would be helpful, your provider can get these services on-demand.

In-person office visits Your provider will connect to the phone or video interpreter when your visit starts.

Phone appointments Your provider will connect to the phone interpreter when your appointment starts. Before your appointment, make sure that you have access to a phone.

Video appointments Your provider will share a link to the video appointment. Make sure that you have access to a smartphone, tablet or computer that has:

- A video camera and microphone that works
- Chrome, Firefox or Safari web browser
- A connection to your Wi-Fi or data plan
- Email or text service to receive the secure link to join the video call

HPSM offers interpreters in over 200 languages. Sign language interpreters can also join your in-person visits at no cost. Your provider must schedule these services at least five days before your visit.

► Learn more about interpreter services at www.hpsm.org/member/language-services

JOIN HPSM's DIABETES PREVENTION PROGRAM (DPP)

Join DPP and lower your risk of getting type 2 diabetes! This 12-month program is available at no cost to eligible members.

If you join, you get:

- Weekly one-hour sessions led by trained Lifestyle Coaches
- 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 Medi-Cal and CareAdvantage members must:

- ✓ Be 18 years old or over
- ✓ 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)

► To learn more, join or opt out, call HPSM's Health Education Unit at **650-616-2165**

JOIN HPSM's CARE MANAGEMENT PROGRAM

Want help meeting your health goals? Enroll in HPSM's Care Management program. This free service gets you, your doctor and HPSM all working together. It provides focus and support to help you 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 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 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**.

GET URGENT MEDICAL ADVICE: AVAILABLE 24/7

HPSM members can call the Nurse Advice Line for urgent health questions when their doctors are not available. 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 if you can wait a few days. Sometimes a nurse might give you advice for self-care at home to help you with your health concern.



TOLL-FREE

1-833-846-8773

- ▶ The Nurse Advice Line is for urgent questions about your health. For questions about your benefits, call Member Services or the CareAdvantage Unit (see numbers below).

KNOW YOUR BENEFITS AND HOW TO USE THEM

Visit www.hpsm.org to learn about your benefits and how to use them. Your Member Handbook describes your benefits and is updated regularly. You can find the latest version online at www.hpsm.org/member-handbooks. HPSM's website and Member Handbooks explain:



Benefits, services and drugs

- Services and drugs your health plan covers and doesn't cover
- Copays (if needed)
- How to submit claims for covered benefits (if needed)
- Your rights and responsibilities as an HPSM member



Access to care

- Getting care when you need it, day or night, including in an emergency in and outside of San Mateo County
- Finding health care services and drugs
- Receiving information and services in your preferred language



Providers

- Selecting a primary care provider (PCP)
- Details about in-network and out-of-network care
- Finding information about network providers (including PCPs, specialty providers, mental health providers and hospitals)



Appeals and complaints

- How to submit an appeal when a service is denied
- Details about HPSM's appeals review process
- Submitting complaints
- Information about coverage of new technology as a benefit

HPSM's MEMBER MATERIALS COME IN DIFFERENT LANGUAGES

If you speak a language other than English, you can get materials at no cost in your language. You can also get materials in other formats, such as large print, braille and/or audio. Phone-based language assistance services are also available to you free of charge. Learn more at www.hpsm.org/language-services.

All member materials are available online at www.hpsm.org/member/resources.

To order printed member materials, email customersupport@hpsm.org or call HPSM:

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 through Friday from 8:00 a.m. to 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 through Sunday from 8:00 a.m. to 8:00 p.m.

COVID-19 INFORMATION

THE LATEST COVID-19 HEALTH AND SAFETY TIPS

COVID-19 is still a real threat because not enough people are vaccinated and new variants keep developing. That makes it vital to know the latest information about how to protect yourself and your family. To make it easier for you, here is a summary of what you need to know now.

VACCINATION IS THE BEST WAY TO PROTECT YOURSELF, YOUR FAMILY AND OTHERS FROM COVID-19

If you have not gotten your vaccine yet, get it as soon as you can. Anyone five years old and over can get vaccinated against COVID-19. It is important to get children vaccinated because it can help:

- Protect them from getting sick
- Keep them in school
- Protect family members, including little brothers and sisters who are not eligible for the vaccine

► To learn how to get the COVID-19 vaccine or booster shot, visit www.hpsm.org/covid-19-vax. To learn more about the COVID-19 vaccine for children and teens, visit the Centers for Disease Control and Prevention (CDC) website at <https://tinyurl.com/3e57ra2e>.



In addition to getting the vaccine, you can fight COVID-19 by:

- Wearing a mask in public indoor settings
- Frequent hand washing
- Getting tested at the first sign of symptoms
- Staying home when sick



THE OMICRON VARIANT

County and State officials are closely watching the Omicron variant. They continue to learn about how it spreads. They also continue to learn whether it causes more severe illness. Current vaccines are expected to protect against severe illness, hospitalizations and deaths due to infection with the Omicron variant. However, breakthrough infections can happen in people who are fully vaccinated.* Getting your booster (if you are eligible) provides the best protection against severe illness from COVID-19.

► Learn more about the Omicron variant from the California Department of Public Health at <https://tinyurl.com/24mexpnn>.



We do our best to gather the most up-to-date information on COVID-19. However, information is changing quickly. Please also visit:

AM I ELIGIBLE FOR THE COVID-19 BOOSTER?

COVID-19 boosters are recommended and available for people 12 and older. It is especially important to get boosted if you are at higher risk of severe disease. Use the chart below to see if you are eligible.

If you got the following COVID-19 vaccine:	Get a booster if you are:
Pfizer	12 years or older and it has been 5 months after the second dose
Moderna	18 years or older and it has been 5 months after the second dose
Johnson & Johnson	18 years or older and it has been 2 months after your single dose



► Get the latest information about the COVID-19 booster from the CDC at <https://tinyurl.com/z7ab72b8>.



COVID-19 TESTING

Many health care facilities in San Mateo County offer appointments for no-cost COVID-19 tests. These tests will accurately assess whether you have COVID-19. The time it takes to get results can vary from 15 minutes to a few days. It depends on which type of test you take.

► To learn more about testing and when you should get tested, visit www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/testing.html. To make a COVID-19 test appointment, visit www.smcgov.org/landing-page/covid-testing.

COVID-19 QUARANTINE AND ISOLATION RECOMMENDATIONS

If you have or may have COVID-19, you should quarantine or isolate (stay away from others) so that you don't infect others.

► Learn more about the CDC's quarantine and isolation recommendations at <https://tinyurl.com/329ttm3p>.



- The CDC website for more information www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html
- The San Mateo County Health website for local information www.smchealth.org/coronavirus

*As recommended by the CDC, we use "fully vaccinated" to describe when a person has received all of their recommended COVID-19 shots.

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! Make sure to see your PCP at least once a year. **Follow these tips to get the most out of your well-care visits:**

Before your visit

- ✓ Write a list of your questions or health concerns
- ✓ Ask for an interpreter when making the appointment if needed
- ✓ Tell the medical office your accessibility needs (e.g., if you need access to a ramp)
- ✓ Ask if phone or video appointments are an option

During your visit

- ✓ If you don't understand something, ask your PCP to explain
- ✓ Ask which labs, exams or health screenings are right for you (such as colorectal cancer and breast cancer screening)
- ✓ Ask about any health questions or concerns you have
- ✓ Write down anything your PCP wants you to do after the visit
- ✓ Ask for an after-visit summary

► **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 health concerns you have.

After your visit

- ✓ Set reminders for appointment follow-up if needed
- ✓ Schedule well-visits every year, even if you feel healthy
- ✓ If you have non-emergency questions about your health, call HPSM's 24-hour Nurse Advice Line at **1-833-846-8773**
- ✓ You can always change your PCP to one you feel more comfortable with

What happens during a well-visit?

During a well-visit, your PCP will:

- ✓ Check your blood pressure
- ✓ Do a physical exam if needed
- ✓ Offer you the flu vaccine and other vaccines (if needed)
- ✓ Order health screenings (if needed)
- ✓ Order lab work if needed
- ✓ Talk through any health concerns you may have
- ✓ Share tips to help you stay healthy (such as healthy eating, exercise, weight control, mental health and quitting tobacco)
- ✓ Send (refer) you to a specialist if needed

KEEP YOUR TEETH HEALTHY DURING AND AFTER PREGNANCY

See a dentist before you deliver your baby. Like the rest of your body, your mouth experiences changes during pregnancy. Many pregnant women tend to skip dental care during pregnancy. The main reason is due to lack of knowledge about the safety of getting dental care. There are many ways to have good oral health during pregnancy that are fully safe and vital for you and your baby.

Keep your teeth and gums healthy by:

- Getting regular teeth cleanings, X-rays and dental exams
- Getting any needed procedures such as tooth fillings and crowns
- Making healthy food choices

Keep your baby's teeth and gums healthy by:

- Wiping gums twice a day with a soft, clean cloth after the first feeding and right before bed
- Taking your baby to routine exams with a pediatric dentist once your baby turns one

Seek routine or emergency dental care at any stage of pregnancy!

- CareAdvantage and Medi-Cal members: learn more about your new HPSM Dental benefits at www.hpsm.org/dental
- Find a dentist in the HPSM Dental network at www.hpsm.org/choose-a-dentist
- If you have questions, contact HPSM:
 - CareAdvantage members, call the CareAdvantage unit at **650-616-2174**
 - Medi-Cal members, call Member Services at **650-616-2133**

STAY UP TO DATE WITH PREVENTIVE CANCER SCREENINGS

Cancer screenings have been shown to prevent cancer deaths. They can find early signs of cancer in healthy people who do not yet have symptoms.

Screening	Age	Recommendations
Cervical cancer Routine Pap tests and HPV tests help find cervical cancer early. A Pap test is a screening test that collects cells from the cervix and checks for abnormal changes. The HPV test looks for the virus (human papillomavirus) that can cause cell changes. Finding these changes early allows for early treatment.	21-29 years	Test every three years.
	30-65 years	Talk to your PCP about which testing option is right for you: <ul style="list-style-type: none"> • Pap test only: Test every three years until age 65. • Pap test with HPV: Test every five years until age 65.
Breast cancer Routine mammograms help find breast cancer early. A mammogram is a screening test that is used to find changes in the breasts, even before a lump can be felt.	40-50 years	Ask your PCP about your specific risks for breast cancer and when to get your first mammogram.
	50-75 years	Test every one or two years.
Colorectal cancer Colorectal cancer screening has been shown to prevent cancer in the colon. Different screening tests are used to find early signs of colorectal cancer. Adults ages 45 to 75 should ask their primary care provider (PCP) which test is right for them. <ul style="list-style-type: none"> • The FIT and gFOBT tests check for blood in the stool • The FIT-DNA test checks for colon cancer DNA markers and for blood in the stool • The sigmoidoscopy and colonoscopy are medical procedure tests that check for polyps inside the colon and rectum 	45-50 years	Get your first colorectal cancer screening. Talk to your PCP about the benefits and risks of each method: <ul style="list-style-type: none"> • FIT and gFOBT: Test every year. • FIT-DNA: Test every three years. • Sigmoidoscopy: Test every 5 years. • Colonoscopy: Test every 10 years.
	50-75 years	Continue to test through age 75.

PHYSICAL ACTIVITY CAN HELP YOU STAY HEALTHY!

Physical activity has many benefits. It can:

Help keep a healthy weight and make bones and muscles strong

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

Boost mood and reduce stress

Improve sleep and brain health

How much physical activity do I need? The Centers for Disease Control and Prevention (CDC) recommends that adults do both of the following:

- **Do moderate-effort activities for 150 minutes a week (such as 30 minutes a day for five days a week).** Moderate-effort activities allow you to talk but not sing during the activity. This includes walking fast and riding a bike on level ground.
- **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

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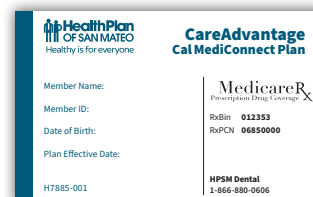
IF YOU HAVE BOTH MEDICARE PART A AND PART B, YOU CAN Make your health care easier with **CareAdvantage**

Simplify your health care with a single card and phone number
for all your Medicare and Medi-Cal benefits — and dental, too!

Do you have these cards?



Then you may qualify for one card,
with CareAdvantage!



**Enroll
Now**

Call our CareAdvantage Medicare Specialists
at **650-616-1500** (TTY users, dial **1-800-735-2929** or **7-1-1**).
Or visit www.hpsm.org/careadvantage for more details.