

# HEALTH *matters*

Benefit information, health tips and resources for Health Plan of San Mateo members

V2-2024



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This information is available for free in other languages and formats like large print, Braille, or audio CD. Please call Member Services at 1-800-750-4776. TTY: 1-800-735-2929 or dial 7-1-1. Hours are Monday through Friday, 8:00 a.m. – 6:00 p.m. This call is free.

**Health Plan**  
OF SAN MATEO  
Health is for everyone  
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SOUTH SAN FRANCISCO CA 94080

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## ACHIEVE HEALTH GOALS WITH HPSM CARE MANAGEMENT

Any HPSM member can join our Care Management program at no cost. It gets you, your healthcare providers and HPSM all working together to create a personalized care plan just for you. Family and authorized representatives can also refer members in their care to the program.

When you join, you are assigned an HPSM Care Manager who works with you and your healthcare providers to help:

- Solve problems that keep you from meeting your health goals.
- Manage your health issues and practice good self-care.
- Connect you with helpful resources and programs.
- Support you and your family when faced with complex medical conditions or critical events.

You and your healthcare providers can say yes or no to any suggestions your Care Manager makes.

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**.

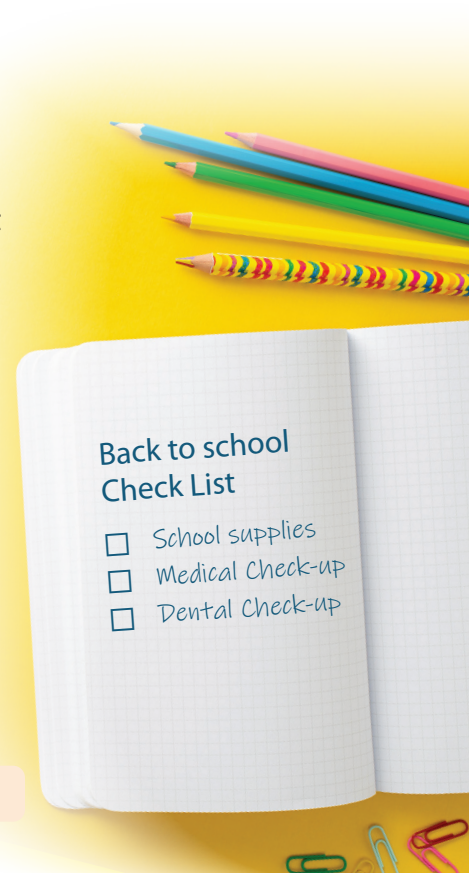
## HELP YOUR CHILD GET READY TO GO BACK TO SCHOOL

Summer offers a break from school. This is the ideal time to take your child to their primary care provider (PCP) and dentist for check-ups. This makes sure they get the vaccines and screenings they need to have a healthy start to the school year.

### Use these tips to prepare for your child's visits

- Bring a list of questions or concerns.
- Complete surveys your child's provider or dentist has sent you.
- Bring any school forms your child's provider or dentist needs to fill out.
- Bring any information you think your child's provider or dentist should be aware of, such as:
  - A vaccination record.
  - After-visit summaries from recent urgent care, emergency room or hospital visits.

Call your child's PCP and dentist today to schedule your child's visits.



## MOVE MORE THIS SUMMER!

Physical activity is anything that gets your body moving. Regular physical activity has many benefits for both the body and mind. It can help you feel better, sleep better, keep a healthy weight and more.

There are so many exciting and fun physical activities you can try! **Pick activities that you can enjoy with family and friends or on your own.**



### **Walk or bike in the park.**

San Mateo County has many beautiful parks where you can connect with nature with trails for all levels of experience.

Visit [www.smcgov.org/parks](http://www.smcgov.org/parks) to learn more.



### **Take a class or play a sport.**

Check your City's Parks and Recreation Department website for a list of physical activity programs and swimming pools at reduced cost for city residents.



### **Dance to the music.**

San Mateo County has many free concerts and outdoor music. You can go online to find events near you.

No matter what your age or fitness level is, you can find activities you enjoy. Start slow and work your way up to activities that need more effort. Make sure to talk to your primary care provider (PCP) about changes you may want to make to your exercise routines.

## CELEBRATING DIVERSITY: AAPI HERITAGE MONTH AND LGBTQIA+ PRIDE MONTH

"Healthy is for everyone" means striving for equitable access to high quality health care services for every person in San Mateo County. That's why we celebrate the diversity of the community we have proudly served since 1987.



### **In May, we celebrated Asian American and Pacific Islander (AAPI)**

**Heritage Month.** On our website and social media platforms, we spotlighted AAPI health care trailblazers who have advanced the field of medicine over the decades. We also highlighted programs and resources we offer to help our AAPI members stay healthy.

**In June, we celebrated LGBTQIA+ Pride Month.** We used our website and social media platforms to promote local pride events and the San Mateo Pride Center as a valuable community resource. We also offered tips for how people can support their LGBTQIA+ family members, friends, neighbors and coworkers.



Learn more at [www.hpsm.org/celebrating-diversity](http://www.hpsm.org/celebrating-diversity).



## THE FLU VACCINE IS USUALLY AVAILABLE STARTING LATE SEPTEMBER



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.

### Getting the vaccine is easy. You can either:

- Call your primary care provider (PCP) to schedule a visit.
- Ask your local pharmacy if they have the vaccine.

Visit [www.hpsm.org/flu-vaccine](http://www.hpsm.org/flu-vaccine) to learn more about the flu vaccine and how to get it.

## AUTOMATIC ENROLLMENT IN CAREADVANTAGE

### For Medi-Cal members newly eligible for Medicare



Medi-Cal members who become newly eligible for Medicare will be automatically enrolled in CareAdvantage starting this summer.

This is part of the Department of Health Care Services' (DHCS's) **Medicare Advantage Default Enrollment Pilot**. DHCS chose HPSM as one of only three health plans in California for this pilot that makes members' healthcare simpler with:

- **Easy change to CareAdvantage** with no sign-up or lengthy enrollment.
- **More benefits and coverage** than members get with our Medi-Cal only plan. Visit [www.hpsm.org/careadvantage](http://www.hpsm.org/careadvantage) to learn more about the benefits of having CareAdvantage membership.
- **Care Management** — Care plans that will better support members with the Medi-Cal providers members already see.

If you have questions about the default enrollment, contact the CareAdvantage Unit:

 Toll free: **1-866-880-0606**    Local: **650-616-2174**    TTY: **1-800-735-2929** or dial **7-1-1**

 Phone hours: Monday–Sunday 8:00 a.m. to 8:00 p.m.  
 Office hours: Monday–Friday 8:00 a.m. to 4:00 p.m.

 Email: [CustomerSupport@hpsm.org](mailto:CustomerSupport@hpsm.org)

IF YOU HAVE MEDICARE AND MEDI-CAL, JOIN US AT

# ALL ABOARD CAREADVANTAGE SPECIAL WELLNESS EVENT

Saturday, October 19, from 10 am – 12 pm  
at 255 S. Airport Boulevard, South San Francisco  
Easy onsite parking and ride drop-off



To learn more and RSVP,  
visit [www.hpsm.org/all-aboard](http://www.hpsm.org/all-aboard),  
scan the QR code or  
call 1-888-252-3153



- Learn about benefits & special programs
- Get your vaccine at no cost
- Enjoy giveaways, talk to the doctors & much more!

## DON'T WAIT TO RENEW YOUR MEDI-CAL. Complete and mail your renewal packet today.

Did you get a yellow envelope from the San Mateo County Human Services Agency (HSA)? If so, make sure you fill out the Medi-Cal renewal forms and mail them back right away. This will help you avoid losing your Medi-Cal coverage. Turn in what you have now — even if it is not complete. You can send the rest later.

If you have internet access, you can complete your Medi-Cal renewal online at [www.benefitscal.com](http://www.benefitscal.com). If you do not have an account, please create one.

When HSA gets your packet, they will mail you a letter saying your Medi-Cal was renewed or asking for more information.

If you have any questions about your Medi-Cal renewal:

- Call San Mateo County Human Services Agency at **800-223-8383**.
- Visit the San Mateo County Human Services Agency in person at 500 County Center, Redwood City, CA 94403.

If you do lose your coverage and believe you are still eligible, ask San Mateo County HSA to review your case.



**If you don't have  
your packet or can't  
find it, call HSA at  
650-295-3622  
(TTY: dial 7-1-1)  
Monday – Friday  
from 8:00 a.m.  
to 5:00 p.m.**

# JOINING CAREADVANTAGE = MORE BENEFITS!

If you have full-scope Medi-Cal through HPSM and Medicare Parts A & B, join CareAdvantage by Health Plan of San Mateo. Joining CareAdvantage gets you more benefits than you get now with your current Medi-Cal only plan.

Benefits	 <b>Over-the-counter (OTC) drugs and medical supplies</b>	 <b>Fitness Membership Program with the YMCA in San Mateo, Santa Clara and San Francisco counties</b>	 <b>Vision coverage for glasses and contact lenses</b>
CareAdvantage	Up to \$360 every year	Membership at no cost	\$175 every year + more frame options
Medi-Cal only	No coverage	No membership	\$175 every two years

**To enroll, call our Medicare Specialists.** They can answer any questions you have and enroll you over the phone. Or they can meet you at your home, another place near you or HPSM’s office.

Call **1-888-252-3153** or **650-616-1500** (TTY: **1-800-735-2929** or dial **7-1-1**)  
 Monday – Friday, 9:00 a.m. – 6:00 p.m.

To schedule a phone call from a Medicare Specialist, visit [www.hpsm.org/join-careadvantage-today](http://www.hpsm.org/join-careadvantage-today) or scan the QR code on your mobile device.



Learn more at [www.hpsm.org/join-careadvantage](http://www.hpsm.org/join-careadvantage).

# HPSM'S RIDE BENEFIT

**No cost rides to approved healthcare visits for Medi-Cal and CareAdvantage members**

**HPSM's Ride Benefit** can be used when no other form of transportation is available for approved healthcare visits. These visits include, medical, pharmacy, dental, behavioral health and substance use disorder visits covered by Medi-Cal. Rides to non-healthcare locations (schools, gyms, government offices, grocery stores) are not covered.

## AVAILABLE RIDE SERVICES



**Curb-to-curb service** is for those who:

- Can wait at the curb for their ride.
- Can get in/out of the vehicle/building by themselves.
- Have a cell phone to get text messages from the driver.



**Door-to-door service** is for those who:

- Need the driver's help getting in/out of the vehicle/building.
- Can move unassisted once inside the building.
- Don't have a cell phone to get text messages from the driver.

## HOW TO GET A RIDE



Call **AMERICAN LOGISTICS (AL)** **two or more business days before your appointment.**

- Medi-Cal: **1-844-856-4389**
- CareAdvantage: **1-877-356-1080**
- TTY: **7-1-1**

**Be ready to tell AL:**

- Your HPSM member ID number.
- The date and time of your appointment.
- Your pick-up and appointment location.
- Whether you want a return ride.
- If you need another person (family member or caretaker) to ride with you.



**Be ready for your ride.** You will be picked up at the location you give at least an hour and fifteen minutes before your appointment time. The driver will only wait for five minutes.



**If you asked for a return ride home,** call *right after your appointment.* A driver will pick you up within 45 minutes.



**To cancel a ride** you must call at least two hours before your pickup time to avoid a no-show on your record.

Business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.  
For urgent appointments, call as soon as possible (even after hours).  
Email [transportationprogram@hpsm.org](mailto:transportationprogram@hpsm.org) for more information.

**Need a specialized medical vehicle?** A prescription from a provider is needed to get a ride in an ambulance, wheelchair van or litter van for medical reasons. The HPSM Ride Benefit cannot be used.

Visit [www.hpsm.org/ride](http://www.hpsm.org/ride) for details about the ride benefit and how to use it.

# DENTAL CARE ONLINE ANYTIME, ANYWHERE

With virtual dental care you can talk to a dentist or Oral Health Coach anytime from anywhere by live video call. This benefit is covered for Medi-Cal and CareAdvantage members at no cost through Dentistry.One.

**Virtual dental care can help make oral health care easier.** Those who are nervous about going to the dentist, have difficulty traveling or are homebound can see a dentist in the comfort of their home. A virtual dental expert will give you advice when you think you need urgent dental attention but are not sure.

- **Video calls with a Dentist** can help if you have tooth pain or any dental concern. A Dentistry. One dentist can prescribe medicine or refer you to an in-person dentist. when you need a second opinion, virtual dentistry is an easy way to get one.
- **Online Oral Health Coaching** can help with general oral health care. Oral Health Coaches answer questions, give oral care tips and help find a dentist near you.
- **Send photos and text** about your oral health concerns. A dentist will get back to you with advice about next steps.

Although dental emergencies are rare, there are a few life-threatening situations that require immediate supervision. Learn more at [www.hpsm.org/dental-emergencies](http://www.hpsm.org/dental-emergencies).

## Getting virtual dental care is easy!

1. Set up your account online.
  - Visit <https://dentistry.one/health-plan-san-mateo/>
  - or scan the QR code.
2. Choose the option that's best for you:
  - Have a virtual visit with a dentist right away.
  - Schedule a virtual visit for later.
  - Send pictures, videos and/or text for a dentist to review.
3. Check your email for next steps from your dentist.



To get virtual dental care, you will need a smartphone, tablet or laptop. Your device must have a microphone, camera and internet. If you need interpreter services during a virtual dental session, let Dentistry.One know.



**If you have questions** about virtual dental care or your HPSM Dental benefits, call HPSM.