

# HEALTH *matters*

Benefit information, health tips and resources for HPSM CareAdvantage members

Spring 2023



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**HealthPlan**  
OF SAN MATEO  
Healthy is for everyone  
801 GATEWAY BOULEVARD SUITE 100  
SOUTH SAN FRANCISCO CA 94080

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# CELEBRATING 35 YEARS — AND A HEALTHY FUTURE



In December 2022, HPSM celebrated 35 years as a health plan! Reaching this milestone shows the vital role HPSM plays in the health and well-being of San Mateo County's residents.

Over the past three and a half decades, HPSM has built a strong foundation to create an even healthier future for our community. Through the State's California Advancing and Innovating Medi-Cal (CalAIM) transformation, we've been able to expand and improve our programs and partnerships with community partners. The new Enhanced Care Management benefit is an example of that along with new projects addressing homelessness and young people's mental health.

Just over a year ago, I became HPSM's CEO, a position held by Maya Altman for 16 years. Working with Maya as Deputy CEO for six years, I learned that leading HPSM into the future means keeping our members at the center of everything we do today while also setting up programs that will ensure better health for them tomorrow.

Looking back on our 35 years as a health plan will help us create a brighter, healthier future for San Mateo County.

*Best*

*Pat Curran*

# 35 YEARS

To learn more about milestones in HPSM's 35-year history, visit [www.hpsm.org/about-us/history](https://www.hpsm.org/about-us/history)

## TELL US WHAT YOU THINK ABOUT YOUR CARE

**If you get a survey in the mail, please fill it out and return it.**

Every March, randomly chosen HPSM members are mailed a survey called the Consumer Assessment of Healthcare Providers and Systems survey—or "CAHPS" survey. This survey asks about your health care experience. We use the feedback to improve your health care.

Hearing from our members is one way we learn what is going well and what needs improvement. Not all HPSM members get the CAHPS survey, so if you get one it is very important to fill it out. A pencil and 20 minutes are all you need. We even give you a pre-paid envelope to return it. You can also take the survey by phone if that is easier. If you have questions about the CAHPS survey or want to take it over the phone, follow the instructions in your survey packet.



## COVID-19 BIVALENT BOOSTERS

COVID-19 bivalent boosters are now available to anyone 6 months and older at no cost. These newer boosters offer protection against both the original virus and the newer Omicron variants of COVID-19. Please talk to your healthcare or vaccine provider about getting a booster if you would like to stay up to date on your COVID-19 vaccinations.

Learn more about how to get your COVID-19 vaccine or booster at [www.hpsm.org/vax](https://www.hpsm.org/vax).

Visit [www.cdc.gov/coronavirus/2019-ncov/vaccines](https://www.cdc.gov/coronavirus/2019-ncov/vaccines) to learn about:

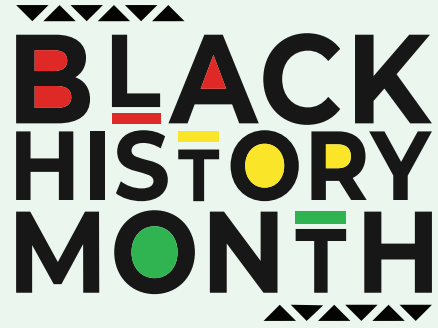
- The latest recommendations for COVID-19 vaccination.
- When you might be due for a booster and who should get one.
- Recommendations are different if you have a weakened immune system.

## CELEBRATING DIVERSITY!

At HPSM “heathy is for everyone” is a reflection of our respect and service to San Mateo County’s diverse population. Our goal is to make sure that every person we cover has equal access to quality health care. As we celebrate our diverse member population, we also recognize that the health care experiences of all groups are not equal, which affects their ability to get quality care. The first step to addressing this inequity is education.

This past February, we celebrated Black History Month. About 3,600 HPSM members identify as Black/African American. Their resilience shows through engagement in events, lifting of voices and sharing resources to benefit the community. The Black community unfortunately still experiences discrimination that negatively impacts their health care experience. This has led to lower rates in getting preventative care such as cancer screenings, primary care visits for children, childhood immunizations and post-partum care. Because of this, the Black community is impacted by higher rates of preventable health conditions.

HPSM offers resources to help improve health care experiences and well-being of Black-identifying members. We are also committed to adding more supports.



- We proudly promote the work of San Mateo County’s African American Community Initiative and Behavioral Health and Recovery Services Office of Diversity and Equity.

Visit [www.hpsm.org/blackhistorymonth](http://www.hpsm.org/blackhistorymonth) to learn more.

## MAKE SURE YOU DON'T LOSE YOUR MEDI-CAL COVERAGE

**If you got a renewal packet in the mail, send in the information it asks for right away**

Medi-Cal renewals began on April 1, 2023. That means, for the first time in almost three years, San Mateo County Human Services Agency (HSA) started reviewing Medi-Cal members’ eligibility for renewed Medi-Cal coverage.

Your eligibility for Medi-Cal coverage may have changed since 2020. For example, your income may have gone up or you may now have private health insurance through an employer.



**If you already received a Medi-Cal renewal packet, submit it before the due date shown in the packet.** Do this even if you don’t have all the paperwork.



**If you don’t have your packet or can’t find it, call HSA right away at 1-800-223-8383 and ask them to send you a new packet.** Once you get it in the mail, submit your information right away.

**There are two ways you can submit your renewal:**



**For fastest service,** sign in or create an account at [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org). All you need is an email address.



**Call HSA:**  
**1-800-223-8383.**

If you are no longer eligible for Medi-Cal coverage, you may qualify for tax subsidies to buy affordable health care through Covered California. Learn more at [www.coveredca.com](http://www.coveredca.com).

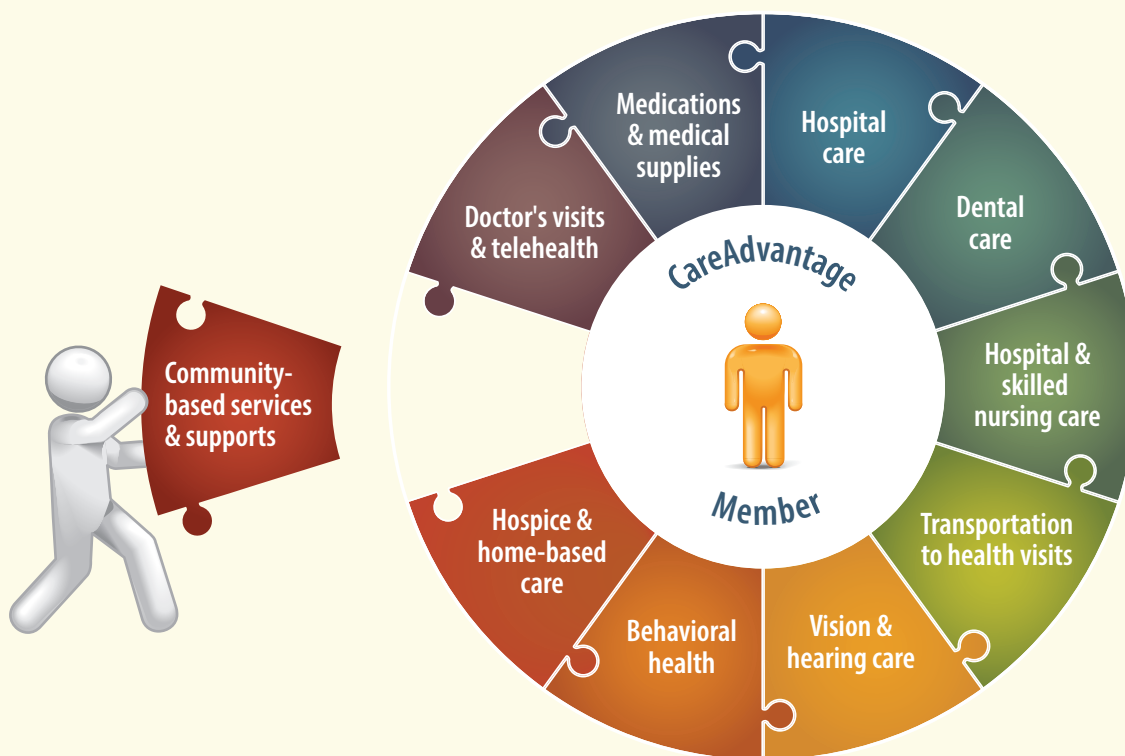
# HPSM'S POPULATION HEALTH MANAGEMENT (PHM) PROGRAM

## OFFERING SPECIAL SUPPORT PROGRAMS TO HELP MEMBERS STAY HEALTHY.

**CARE TRANSITIONS** — a program that helps members who've been sent home from the hospital avoid returning to the hospital. Once home, members can be referred to HPSM's Integrated Care Management Team for follow-up. Then the member's Care Manager will:

- Help members develop and follow their care plan.
- Connect members with their PCP.
- Talk with the family about other care needs.

► To learn more or opt out, call HPSM's Integrated Care Management Team at **650-616-2060**.



**COMPLEX CASE MANAGEMENT** — helps members who have one or more ongoing health conditions get the care they need to reach their health goals. Ongoing health conditions can include diabetes, high blood pressure or asthma. Emotional and social support is also offered through plan providers, partners and community resources

HPSM's Care Managers call eligible members inviting them to join the program. Members can opt in or out at that time. Once a member joins the program, a Care Manager is added to their care team. This Care Manager follows up regularly to:

- Identify and prioritize concerns, goals and interventions.
- Develop a care plan with the member.
- Help secure other support services.
- Assist in managing many health issues and needs.

► To learn more, visit [www.hpsm.org/cc](http://www.hpsm.org/cc) or call HPSM's Integrated Care Management Team at **650-616-2060**.

# START USING YOUR BENEFITS

Whether you are a new HPSM member or have been a member for a while, our Quick-Start Guides make understanding and using your benefits easy! They have helpful information like:

- **Six Steps to a Healthy Start**, including how to sign up for HPSM's Member Portal at [www.hpsm.org/member-portal](http://www.hpsm.org/member-portal), where you can:
  - Select your primary care provider (PCP)
  - Update your address and phone number,
  - Check your immunization records and more—online anytime!
- **Summary of HPSM benefits**, including health care services, prescription drugs and costs. This also covers our Nurse Advice Line, Care Management program, Health Education Unit, interpreter services and more.
- **HPSM's Ride Benefit**, which offers no-cost rides to and from approved health care appointments. It's available to Medi-Cal and CareAdvantage members who don't have other transportation. Learn about the Ride Benefit at [www.hpsm.org/ride](http://www.hpsm.org/ride).
- **Listing of programs and resources** offered by our partner, San Mateo County Health. These include inpatient mental health care, substance use treatment and In-Home Supportive Services.

► Every new member gets a Quick-Start Guide with their member ID card. They are also online at [www.hpsm.org/quick-start-guides](http://www.hpsm.org/quick-start-guides). If you would like to get a print copy, email [customersupport@hpsm.org](mailto:customersupport@hpsm.org).

## KNOW YOUR BENEFITS AND HOW TO USE THEM

Your Member Handbook, updated regularly, also describes your benefits and how to use them. Visit [www.hpsm.org/member-handbooks](http://www.hpsm.org/member-handbooks) to find the latest version. Other information available online and in the Member Handbook includes:

### Benefits, services and covered medications

- Services and medications 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

### 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)

### Access to care

- Getting care where and when you need it, including in an emergency
- Finding health care services and prescription medications
- Receiving information and services in your preferred language

### 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

# HAVE YOU CHOSEN AN HPSM NETWORK DENTIST?

HPSM Dental is designed to make getting dental care easy for Medi-Cal and CareAdvantage members. HPSM Dental only pays for services you get from providers in the HPSM Dental network. If you get dental services from non-network providers, you will have to pay out of pocket.



## CHOOSE AN HPSM NETWORK DENTIST TODAY

Search from more than 350 providers in the HPSM Dental network.

- Visit [www.hpsm.org/provider-directory](http://www.hpsm.org/provider-directory) and click the "Search" button. Or, contact HPSM to have a provider list mailed to you
- Search providers by name or enter your zip code and click on "Dental"

► When you call the dentist's office to schedule an appointment, let them know you have HPSM Dental as your dental insurance.

## LANGUAGE ASSISTANCE SERVICES FOR YOU

To make good decisions about your health, you need to understand what your provider is saying. You also need to know about the services your benefits cover. The following language assistance services are available to you at no cost:

- **Interpreter services** are available 24 hours a day, 7 days a week by phone, by video or in person (for special cases). Use them whenever you get health care (like talking to your provider, making appointments or calling HPSM). Learn more at [www.hpsm.org/member/language-services](http://www.hpsm.org/member/language-services).
- **Translated benefit information** like your Member Handbook, Annual Notice of Change and more are available online at [www.hpsm.org/member/resources](http://www.hpsm.org/member/resources). If you want this information in another language, or printed and mailed to you, call or email Member Services or the CareAdvantage Unit.
- **Translated letters** from HPSM (like provider changes or authorizations) can be prepared in your preferred language by request. Call or email Member Services or the CareAdvantage Unit.



Our goal is to provide quality language services. If you are unhappy with the language services you receive, you can file a complaint online, by phone or in writing. Filing a complaint will not affect your benefits. For more information, contact Member Services or the CareAdvantage Unit or visit [www.hpsm.org/member/file-a-complaint](http://www.hpsm.org/member/file-a-complaint).

## Contact HPSM

**Medi-Cal, HealthWorx HMO  
and ACE members:**  
call Member Services at  
**1-800-750-4776** or  
**650-616-2133**  
Monday through Friday  
8:00 a.m. to 6:00 p.m.

**CareAdvantage members:**  
call the CareAdvantage Unit at  
**1-866-880-0606** or  
**650-616-2174**  
Monday through Sunday  
8:00 a.m. to 8:00 p.m.

TTY: dial **1-800-735-2929** or **7-1-1**  
Email: [customersupport@hpsm.org](mailto:customersupport@hpsm.org)



# STAY UP TO DATE WITH CANCER SCREENING TESTS

Cancer screening tests save lives. Getting screened can help your primary care provider (PCP) find abnormal cells or cancer at an early stage before symptoms appear. When cancer is found early, it may be easier to treat or cure. That is why it is important to get screened.

Here is a schedule of when to get recommended cancer screening tests:

Cancer screenings	Age	Recommendations
<b>Breast cancer screening</b> A mammogram is used to find lumps in the breasts before they can even be felt. Learn more at <a href="http://www.cdc.gov/cancer/breast/basic_info/screening.htm">www.cdc.gov/cancer/breast/basic_info/screening.htm</a> .	40-50 years	Ask your PCP about your specific breast cancer risks and when to get your first mammogram
	50-75 years	Get a mammogram every one to two years
<b>Colorectal cancer screening</b> Different screening tests are used to find early signs of colorectal cancer. Learn more at <a href="http://www.cdc.gov/cancer/colorectal/basic_info/screening/tests.htm">www.cdc.gov/cancer/colorectal/basic_info/screening/tests.htm</a> .	45-50 years	Get your first colorectal cancer screening: ask your PCP how often you should be screened and which test to get
	50-75 years	Continue to get screened: ask your PCP how often you should be screened and which test to get

► **Contact your PCP to schedule your next visit today!** At your visit, ask your PCP which screening tests you are due for.

## SPECIAL EDITION MEMBER NEWSLETTERS

HPSM is committed to helping you **Be Healthy**. Check out our new “Be Healthy” series of member newsletters. They are an easy-to-use guide to specific health issues with tips and resources. They are available in multiple languages. Here are our first two issues:



The Diabetes Newsletter has tips on taking care of diabetes, a diabetes control checklist and more.



The Quit Tobacco Newsletter explains the benefits of quitting tobacco with six steps to building a quit plan and more

► Download PDFs of these newsletters by going to [www.hpsm.org/member/health-tips](http://www.hpsm.org/member/health-tips) and choosing the topic you want to learn about. To have print copies mailed to you, call the Health Education Unit at **650-616-2165**. We'll let you know when new “Be Healthy” newsletter issues come out!

## ANSWER THE CALL FOR THE HRA SURVEY

As your health plan, HPSM wants to make sure you get high-quality health care that meets your needs. To do this, we need to know what your current health care goals are.

HPSM partners with a company called Independent Living Systems (ILS) to get this information. ILS will call you to complete a confidential Health Risk Assessment (HRA) survey. You may also ask to get the survey by mail.

- ▶ If you need help with or have questions about the HRA survey, call **1-888-234-6403** (toll free) or **650-227-4670** between 8:00 a.m. and 5:00 p.m.

## START USING YOUR ENHANCED CAREADVANTAGE BENEFITS!

CareAdvantage by Health Plan of San Mateo takes care of you with many benefits to support a healthy lifestyle! And we keep making CareAdvantage better to better meet your health needs. For example, On January 1st, 2023, CareAdvantage added **three enhanced benefits that you can start using now!**



### UP TO \$25,000 A YEAR IN WORLDWIDE EMERGENCY CARE



Travel can be fun but also stressful, especially if you get sick or hurt while far from home. As a CareAdvantage member, you can relax knowing that your emergency health care costs are covered wherever you go!

### \$360 EVERY YEAR FOR OTC DRUGS AND MEDICAL SUPPLIES



You get a **prepaid debit card** that you can use at local retailers (such as Walgreens and CVS). You can also order online, by phone or by mail with free delivery. The card is reloaded with \$90 every three months so you can buy:

✓ Cold, flu and allergy medications

✓ Medical, dental and hygiene supplies

✓ Incontinence supplies, vitamin supplements and much more

### \$175 A YEAR FOR GLASSES AND CONTACT LENSES



Every year, choose between a new pair of eyeglasses with frames or contact lenses. The CareAdvantage vision benefit also covers an annual eye exam, glaucoma screening and eye care services—all with no copay.

Learn more about these and other CareAdvantage benefits at [www.hpsm.org/careadvantage](http://www.hpsm.org/careadvantage) or in your CareAdvantage Member Handbook at [www.hpsm.org/careadvantage-manuals](http://www.hpsm.org/careadvantage-manuals).