

# HEALTH *matters*

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

V1-2024



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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**  
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Health is for everyone  
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# SHARE YOUR HEALTHCARE EXPERIENCE: TAKE THE CAHPS SURVEY

Every March, HPSM members are randomly chosen to take the Consumer Assessment of Healthcare Providers and Systems survey (or “CAHPS” survey). This survey is mailed in March and asks about health care experience. Hearing from our members is one way we learn both what is going well and what needs improvement to support you. Not all HPSM members get the CAHPS survey. Because of this, if you do get one, it is very important to fill it out and return it. A pencil and 20 minutes are all you need. We even give you a pre-paid envelope to return it in the mail. You can also take the survey by phone by calling the number in the packet.

 If you get a CAHPS survey in the mail, be sure to take it!

## CELEBRATING DIVERSITY IN FEBRUARY: BLACK HISTORY MONTH

For almost 50 years, every American president has designated February as Black History Month and endorsed a specific theme. Working to achieve health equity for our Black members is one of our priorities. Throughout Black History Month, we celebrated by recognizing the progress made in health care and shared information about services, resources and programs available to address health concerns.



**Some of the work we have done to help improve health equity for our Black members includes:**

- Proudly promoting the work of **San Mateo County’s African American Community Initiative (AACI)** and **Behavioral Health Services’ Office of Diversity and Equity (ODE)**.
- Promoting awareness, wellness and recovery. Check out our Health Tips pages at [www.hpsm.org/health-tips](http://www.hpsm.org/health-tips) to learn about the importance of prenatal care, general well-visits, breast cancer screening and more. Also follow us on **Facebook**, **Instagram** and **LinkedIn**.
- Offering resources to help our members stay healthy by partnering with San Mateo County’s **Black Infant Health Programs (BIH)**.

Learn more about Black history and other community events through the Office of Diversity and Equity at [www.smchealth.org/african-american-community-initiative](http://www.smchealth.org/african-american-community-initiative).

| Learn more about how HPSM celebrates diversity throughout the year at [www.hpsm.org/celebrating-diversity](http://www.hpsm.org/celebrating-diversity).



SAN MATEO COUNTY HEALTH

**SAN MATEO**

**MEDICAL CENTER NEW PATIENTS RESOURCE**

Are you 18 years or older and assigned to a San Mateo Medical Center (SMMC) primary care clinic at 39th Avenue, Coastside, Daly City, Fair Oaks or South San Francisco? If so, make sure one of your first calls is to their New Patient Connection Center at **650-372-3200**. They can help you register and set up your new patient appointments.

All members who do not meet these criteria should call their assigned SMMC clinic when they have questions.

# OUR QUICK-START GUIDES MAKE USING YOUR BENEFITS EASY!

Every new member gets a Quick-Start Guide as part of their Welcome Packet. These guides aren't just for new members though! If you are already an HPSM member, the Quick-Start Guide can help you use your benefits. 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**, like health care services, prescription medicines and costs.

**HPSM's Ride Benefit** 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.

**Listing of programs and resources**, such as care management, inpatient mental health treatment and HPSM's Nurse Advice Line.



Read the Quick-Start Guide for your plan online at [www.hpsm.org/quick-start-guides](http://www.hpsm.org/quick-start-guides). To get a print copy, email [customersupport@hpsm.org](mailto:customersupport@hpsm.org).

## KNOW YOUR BENEFITS AND HOW TO USE THEM

Your Member Handbook describes your benefits and how to use them. Other information available in the Member Handbook includes:

### Benefits, services and covered medicines

- Services/medicines your health plan covers and doesn't cover.
- Copays (if needed).
- Submitting claims for covered benefits (if needed).
- Your rights and responsibilities as an HPSM member.

### Providers

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

### Access to care, such as getting:

- Care where and when you need it (in an emergency, after normal business hours or when outside San Mateo County).
- Health care services and prescription medicines.
- Information and services in your preferred language.

### Appeals and complaints

- Submitting an appeal for a denied service.
- Details about HPSM's appeals review process.
- Submitting complaints.
- How decisions are made to cover new technology as a benefit.

The Member Handbook is updated regularly. Visit [www.hpsm.org/member-handbooks](http://www.hpsm.org/member-handbooks) to find the latest version.

# LANGUAGE ASSISTANCE SERVICES FOR YOU

We offer a range of no-cost language assistance services for members who speak or read a language other than English or have a hearing/vision impairment. You can get these services both when you are talking with our staff or an HPSM provider. All you need to do is tell the person you are talking with.

## Your rights to language assistance services

- All HPSM providers have to offer language assistance services from qualified medical interpreters to members with limited English proficiency (LEP) or a hearing impairment. Providers cannot require members to use family or friends as “informal” interpreters during visits. Learn why it is better to use professional language interpreters at [www.hpsm.org/language-interpreters](http://www.hpsm.org/language-interpreters).
- If you are not satisfied with the language assistance services provided by our contracted interpreters or providers, you have the right to submit a complaint or grievance. Learn more at [www.hpsm.org/complaints](http://www.hpsm.org/complaints).
- We provide online and print member materials in languages other than English and alternate formats (such as large print, Braille or audio) at no cost. Learn more at [www.hpsm.org/translated-alternative-materials](http://www.hpsm.org/translated-alternative-materials).

| Learn more about our language assistance services at [www.hpsm.org/language-services](http://www.hpsm.org/language-services).

## HAS YOUR CHILD BEEN TO A WELL-CHILD VISIT THIS YEAR?

It is important to take your child to their primary care provider (PCP) for regular check-ups, even if your child seems healthy. These no-cost well-visits allow the PCP to check your child’s health and address health concerns early on.

### During a well-child visit, the PCP will:

- Examine your child’s body.
- Give your child vaccines they are due for.
- Track growth and development (weight, height and how your child plays, learns, speaks, acts and moves).
- Do screenings based on your child’s age (hearing, vision and/or potential lead exposure).
- Share advice on healthy eating, keeping your child’s gums and teeth healthy, sleep and safety.
- Talk about health concerns and work with you to make a plan to address them.
- Refer your child to specialists if needed.

### Tips to get the most out of well-child visits:

#### Bring a list of questions/concerns, such as:

- Is my child at a healthy weight?
- Does my child need any screenings or vaccines?
- How much screen time is okay for my child?
- I noticed my child often does \_\_\_\_: is this typical for their age?

#### Bring any information you think your child’s PCP should be aware of, such as:

- Your child’s vaccination record.
- Any after-visit summaries from recent urgent care, emergency room or hospital visits.

**Children under three years old** should have check-ups at 1, 2, 4, 6, 9, 12, 18, 24 and 30 months.



Schedule your child’s next well-visit before you leave the PCP’s office. Ask for a reminder card and put the visit date in your calendar.

| Learn more at [www.hpsm.org/child-health](http://www.hpsm.org/child-health).

# PROTECT YOUR CHILD FROM LEAD POISONING

No level of lead is safe for children. Even small amounts of lead have been shown to reduce the ability to learn and pay attention. Children can be exposed to lead in many ways, like:

- Living in a home built before 1978 containing lead-based paint.
- Swallowing paint chips or breathing in lead dust (especially during home repairs).
- Chewing on toys, jewelry or other items containing lead.
- Playing in soil containing lead.
- Touching the skin, work clothes or shoes of a family member who works with lead-based products.

## To protect children from lead poisoning:

- Regularly wash your child's hands, pacifiers and toys, and take off your shoes or wipe soil off your shoes before entering your home.
- Repair chipping or peeling paint in your home and regularly wet mop areas around your home where your child plays.
- If you work with lead-based products, shower and change your clothes before going home.



Talk to your child's primary care provider (PCP) about getting your child tested for lead.

- A blood test is the best way to know if your child has been exposed to lead.
- Children should be tested at one and two years old.



Once your child is tested for lead, ask their PCP to explain the test results. For high blood lead levels, work with their PCP to make a plan for follow-up tests and visits.

For more information about lead poisoning, visit [www.hpsm.org/child-health-and-safety](http://www.hpsm.org/child-health-and-safety).

## URGENT HEALTH CARE ADVICE BY PHONE DAY OR NIGHT

If you are worried about your health, HPSM has a no-cost **Nurse Advice Line**. Call **1-833-846-8773** if your provider is not available.

Registered nurses are ready to answer questions about your symptoms. They can tell you:

- ✓ How soon to see a health care provider.
- ✓ What to do if your symptoms get worse.
- ✓ If you can do self-care at home to start feeling better.



**If you have questions about your benefits, call HPSM Member Services.**

Local: **650-616-2133**

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

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

Call center hours are Monday – Friday, 8:00 a.m. – 6:00 p.m.



# HPSM'S POPULATION HEALTH MANAGEMENT (PHM) PROGRAM

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

**The Baby + Me Program** promotes timely care and health from the start of pregnancy to birth and beyond. HPSM Medi-Cal members who are pregnant or who recently delivered a baby are eligible for this program. Those who sign up can earn up to \$100 in Target GiftCards™ for going to two visits!

- During pregnancy: members who visit their provider within the first 12 weeks of pregnancy get a \$50 Target GiftCard.
- After having their baby: members who visit their provider within one to 12 weeks get a \$50 Target GiftCard.

HPSM's Health Promotion staff can also connect members to other local resources and services, such as:

- Breast pumps.
- Doula services.
- Nutrition support programs.
- And more!

## Medi-Cal members get doula services at no cost

Doulas provide support before birth, during birth, for a miscarriage, after giving birth and for abortion visits. Doula services also include:

- Emotional and physical support.
- Help with creating a birth plan.
- Health navigation support.
- And more!



Learn more about Baby + Me and sign up at [www.hpsm.org/baby-and-me](http://www.hpsm.org/baby-and-me).

You can also sign up or opt out by calling HPSM's Health Promotion Unit at **650-616-2165**.

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**The Diabetes Prevention Program (DPP)** is a no cost, 12-month program for eligible HPSM Medi-Cal members that can lower the risk of getting type 2 diabetes! It includes weekly one-hour sessions led by trained Lifestyle Coaches for the first six months and monthly sessions in the last six months. The coaches help create plans for eating healthy, exercising more and losing weight. They also provide handouts to help program participants meet their health goals. Plus, program participants are provided group support.

### DPP is for people who:

- Are 18 years old or over.
- Are overweight (Body Mass Index of at least 25 or at least 23 if self-identified as Asian).
- Are not pregnant.
- Do not have diabetes (type 1 or 2).
- Do 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.
  - Get a result of high-risk for type 2 diabetes on the CDC Prediabetes Risk Test at [www.cdc.gov/diabetes/risktest/index.html](http://www.cdc.gov/diabetes/risktest/index.html).

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

**The Care Transitions Program** helps members who have been sent home from the hospital avoid returning to the hospital. Once home, members can be referred to HPSM's Integrated Care Management (ICM) Team for follow-up. The ICM Team assigns each member a Care Manager who:

- Helps the member develop and follow their care plan.
- Connects the member with their primary care provider (PCP).
- Talks with the member's family about other care needs.



| To learn more, join or opt out, call HPSM's ICM Team at **650-616-2060**.

**The Complex Case Management Program** 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 local 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 the member's health issues and needs.

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

## ANSWER THE CALL FOR THE HEALTH RISK ASSESSMENT (HRA) SURVEY

Health care can seem like a puzzle with many pieces that are hard to put together on your own. Answering HPSM's HRA survey can help.

The survey only takes 30 minutes. We'll use your answers to develop a personalized care plan that covers everything from medicines and doctor visits to nutrition and exercise. Your HRA and care plan are completely confidential.



### Getting started is as easy as 1 – 2 – 3

1. Answer HPSM's call and take the survey about your health and lifestyle.
2. Participate in your care planning meeting and get your personalized care plan.
3. Review your care plan with your provider and/or reach out to HPSM for any care coordination needs.

| For questions about the HRA, call **1-800-750-4776** or **650-616-2133** (TTY: **1-800-735-2929** or dial **7-1-1**). Call center hours are Monday – Friday, 8:00 a.m. – 6:00 p.m.

# GET THE CANCER SCREENINGS YOU NEED TO STAY HEALTHY

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.

**Below is a list of recommended cancer screening tests.** At your next visit, ask your PCP which screening tests you are due for.

**Cervical cancer screening:** Routine human papillomavirus (HPV) tests and Pap tests help find cervical cancer early. The HPV test looks for the virus that can cause cell changes. A Pap test helps find abnormal cells early enough so they can be treated before cancer grows. To learn more, visit [www.cancer.org/cancer/cervical-cancer/detection-diagnosis-staging/screening-tests.html](http://www.cancer.org/cancer/cervical-cancer/detection-diagnosis-staging/screening-tests.html).

- **21-24 years:** Ask your PCP about when to get your first screening test.
- **25-65 years:** Ask your PCP about which screening test to get:
  - **Pap test only:** Test every three years until age 65.
  - **HPV test only:** Test every five years until age 65.
  - **Pap test with HPV:** Test every five years until age 65.

**Breast cancer screening:** Routine mammograms help find breast cancer early. This screening test is used to find changes in the breasts, even before a lump can be felt. To learn more, visit [www.cdc.gov/cancer/breast/basic\\_info/screening.htm](http://www.cdc.gov/cancer/breast/basic_info/screening.htm).

- **40-49 years old:** Ask your PCP about your specific risks for breast cancer and when to get your first mammogram.
- **50-75 years old:** Get a mammogram every one to two years. Talk to your PCP about when you are due for your next mammogram.

**Colorectal cancer screening:** Has been shown to prevent cancer in the colon. Different screening tests are used to find signs of colorectal cancer. To learn more, visit [www.cdc.gov/cancer/colorectal/basic\\_info/screening/tests.htm](http://www.cdc.gov/cancer/colorectal/basic_info/screening/tests.htm)

- **45-49 years old:** Get your first colorectal cancer screening. Ask your PCP how often you should be screened and which test to get.
- **50-75 years old:** Continue to get screened. Ask your PCP how often you should be screened and which test to get.

