

FOCUS

Your Health



We cover over 345,000 members in San Joaquin and Stanislaus Counties.

Feel The Love

We love our members just as much as they do us, and we show it through:

A Wide Provider Network – We want you to be able to see the doctor you know and trust. We contract with hundreds of primary care doctors and all of the hospitals in our area.

After-Hours Care – No time to get away? Our network of providers includes doctors who offer care outside of the normal office hours.

Walk-in Clinics – Busy schedule? No problem.

Choose a doctor or clinic where you don't need an appointment.

Individual Practice and Physician Groups – Choose the setting you prefer. Access the convenience of several doctors who work together or a individual doctor to provide you with quality care.

Doctors Who Speak Your Language – Spanish? Tagalog? Khmer? Let us help you choose a doctor who speaks the language you prefer.

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Health Plan 
of San Joaquin

Call Customer Service

We know your time is important. We have ways to make sure you get help with little wait time.

Do not want to wait? Ask for a call back.

- Leave your phone number and we will call you back.
- No need to worry about losing your place, calls are handled in the order received.

Have your Member ID card ready to get help fast.

Call Customer Service at **888.936.PLAN (7526)**,
TTY/TDD 711.

Get An Online Account

Make an online account and get the information (info) you need. Go to www.hpsj.com and sign up for a member account.

Signing up is easy!

1. Click on "I am a Member" at www.hpsj.com
2. Sign-up for an account

After signing up you can:

- See your HPSJ member info
- Change your doctor
- Order an ID card
- Find a drugstore near you
- View medicine order info



Protecting your identity is our priority:

Customer Service will check 3 pieces of Private Health Info (PHI) before they can help.

- All ages 18 years of age need to call for themselves.
- If a parent or someone else is helping calls for a member, the HPSJ member MUST be there. To protect you and your info, you MUST first say it is okay for us to speak to the person calling.

To make changes to your name, address, or phone number, call your Eligibility Worker.

San Joaquin County: **209.468.1000**

Stanislaus County: **209.558.2500**

We help you connect to other services 

Have questions about Dental?

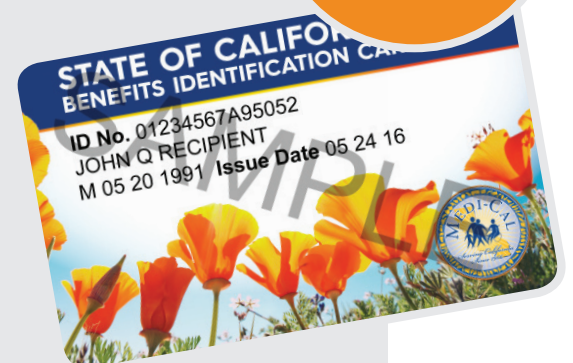
Denti-Cal for dental benefit or dentist questions, call **800.322.6384**

Need to renew your Medi-Cal?

Your Eligibility Worker can answer any of your questions. Call:

San Joaquin County: **209.468.1000**

Stanislaus County: **209.558.2500**



Love Yourself: Take Charge of Your Health

Learn how to manage your chronic disease one step at a time.

You remember the first day that your doctor told you about your chronic illness. It was the first time you were told you had diabetes, asthma, heart failure, or chronic obstructive pulmonary disease (COPD).

Maybe it was scary. Maybe you were ready, or maybe you were not sure what to do. Health Plan of San Joaquin has a team of nurses who are ready to help you take charge of your chronic illness.



Our Disease Management Nurses can help you with:

- Taking your medications correctly
- Questions to ask your doctor
- Understanding your chronic illness
- Setting goals to get better

We also have Case Management Social Workers that can help with:

- Local community resources
- Starting applications for home help or support
- Guiding through other social and mental health services

We have a team that is here to help you take charge of your health. Make this the year that you manage your chronic illness.

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Take Charge of Your Health. Call us today to get started: **888.318.7516 (TTY/TDD 711)** or visit our website at www.hpsj.com/condition-management

From Your Care Team

Did you know?

- Our nurses have five days to give a ruling for authorization for routine care. For the past year, we have done that for you over 99% of the time.
- Our case managers can help with your health by helping you stay out of the hospital. Our nurses cut the number of hospital stays and give you one-on-one teaching for your disease.
- People who are in an HPSJ Care Management program are very happy with their nurses.
- Health Plan of San Joaquin has nurses and doctors available to you 24 hours a day, 7 days a week. Call Nurse Advice Line at **800.655.8294, TTY/TDD 711.**

Utilization Management

HPSJ works hard to help you have better health outcomes.

We have some programs that teach you more about your health issue so that you can control it.

Programs offered to you are:

Diabetes

Asthma

Chronic Obstructive Pulmonary Disease (COPD)

Congestive Heart Failure (CHF)

We also offer support if you are trying to quit smoking or have questions about having a healthy pregnancy, call **209.942.6352.**



Short Days, Cold Nights, and Stuffy Noses



Talk to a doctor – a new service to give you even more help!

Based on your health issue, our advice nurse may connect you to a doctor who can:

- Give medical advice
- Send a prescription
- Help you decide the type of care you need

HPSJ wants to make sure you get the best care and information available. Get the information you need now by calling **800.655.8294 (TTY/TDD 711)** or look on the back of your HPSJ member ID card to talk with a nurse or doctor.

As your health plan, HPSJ wants to be sure that you have access to reliable health information 24 hours a day, 7 days a week.

Advice Nurse Line is FREE to all HPSJ members!

Where can you get the care you need when your doctor is not available?

HPSJ's HealthReach – Talk to a nurse anytime!

It is 10:00 PM at night on a Saturday – not a good time for a tummy ache. We all know that life doesn't always stick to a schedule.

Talk to a nurse anytime, about health questions you have. You can also listen to health topics about diabetes, asthma, and colds. HealthReach can help you with:

- A list of urgent care locations near you
- Advice on whether or not to go to the ER
- More information about your symptoms

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Call Health Plan of San Joaquin's (HPSJ)'s **Advice Nurse Line, 800.655.8294 (TTY/TDD 711)** 24 hours a day, 7 days a week or look on the back of your HPSJ member ID card.





The HPV Vaccine

It's for all preteens.



Human papillomavirus (HPV) is the most common sexually transmitted infection. Most of the time it causes no problems and goes away. Sometimes, it can cause cancer.

There is a vaccine for HPV. The vaccine works best when given before boys or girls become sexually active. Preteens should get it at age 11 or 12 but it can be given as early as age 9 or as late as age 26.

The HPV vaccine is given as a series of three shots. Ask about it at your preteen's next health exam.

Need a new doctor? See our doctor list online at www.hpsj.com or call Customer Service at 888.936.PLAN (7526), TTY/TDD 711.



Budget Friendly Hummus Recipe

Serves 8 people

Ingredients

- 2 cans of chickpeas (save the liquid)
- 5 tsp tahini (this sesame seed paste is found in grocery stores in the ethnic foods aisle near the peanut butter)
- 4 garlic cloves, crushed
- 1 tsp salt
- 7 tbsp olive oil (plus extra for drizzling)
- 4 tbsp freshly squeezed lemon juice
- Paprika (optional)
- Parsley (optional)

Directions

1. Rinse the chickpeas in cold water, put in a blender or food processor.
2. Add the tahini, crushed garlic, salt, lemon juice and seven tablespoons of the liquid from the chickpea cans.
3. Turn on the food processor or blender and slowly pour in the oil while it runs.
4. Blend until smooth. Mixture should be creamy, but not watery. If it is not creamy enough, add more liquid from the chickpea can.
5. Place in bowl. Drizzle with some more olive oil.

Optional: Sprinkle with paprika and parsley leaves for decoration.



Tahini has many uses and lots of good fats and proteins. You can also use it to make dressing, dips, and sauces.

Helping You with Obesity Prevention and Weight Management in the New Year

Tips on how to keep your family healthy

The New Year is a great time for a new start. Start 2018 with your best foot forward with healthy habits for you and your family. If you are not ready for big changes, start small with these tips for a healthier family.

1



Try new recipes as a family

Use lots of vegetables, fruits and whole grains.

- For new recipes, try the Champions for Change website at <https://cachampionsforchange.cdph.ca.gov/en/recipes/Pages/default.aspx>

2



Make your favorite family meals with healthy twists like these:

- Add an extra serving of veggies
- Replace cream with broth
- Switch white rice for brown rice

For more food swaps visit the **American Heart Association** website at [recipes.heart.org](https://www.heart.org/recipes) and search *Healthy Swaps for Common Foods*

3



Goodbye to junk food

If it's not there, you can't eat it.

- Replace unhealthy foods like chips with fruits and veggies

Need a healthy and fun way to eat more veggies? Try our budget friendly hummus recipe from p.5. You can dip all kinds of veggies like carrots, celery, and bell peppers

4



Start a weekly family activity time

Does your family have a favorite TV show? Is there singing and dancing in the show?

- Get up and dance when there is a song or do jumping jacks during commercial breaks
- Play a game together: a round of freeze tag, a relay race or Simon Says before dinner

5



Help kids stay active

Kids love apps and games so why not download an app that can help them stay healthy. These apps are free and have limited or no ads so you can feel comfortable with your kids using them:

- **NBA Play 10**—Earn stars, exercise, and train players to shoot
- **Awesome Eats**—Learn to sort and plate a rainbow of foods
- **Eat and Move-O-Matic**—Teach kids to see food as energy for fun activities and exercise
- **Healthy Harold Healthy Me**—Help kids learn about healthy eating, safety, and making friends. For kids and their parents

6



Limit screen time to two hours per day.

Screen time is time kids spend watching TV, playing video games, or using the internet.

The American Academy of Pediatrics recommends no more than two hours per day with any sort of screen.

- Share your favorite children's book with your child

20

years of community

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Did your child just start ADHD medication?

Finding the right medicine (meds) takes time.

Make sure to see your doctor in 30 days of starting new meds and then for regular checkups.

Treating ADHD with meds is not as easy as it seems. There is no one right med or dose for all people. A new med may not work for your child.

It is also common for children starting new ADHD meds to have sleep problems, mood changes and lack of appetite.

It is vital to visit your doctor within 30 days of starting a new med. At the office visit, your child's doctor:

- Can check on how well the meds work and if there are any reactions.
- Can change the dose to fit need.
- Can suggest a plan to deal with how your child acts, such as not sitting still, not staying focused, etc.
- Can check for other conditions and decide if referrals to other doctors are needed.

Once your child is coping better, you may space out the visits more.

Two more check up visits should happen within the next 9 months.

Some patients do not need meds as they get older, so the need for long-term care should be re-checked each year.

