

Focus Your Health



Language help— You speak, we listen

Health Plan of San Joaquin (HPSJ) wants our members to know we speak their language. Or, we can offer a helpful person who does.

For doctor visits, a trained health interpreter can be requested, when needed. You do not have to ask family or friends to tell you what your doctor is saying. Call us at **1-888-936-PLAN (7526)** or **TTY/TDD 711** to get help.

Doctors and HPSJ members can ask for an interpreter at no cost.

You can get interpreter service in many languages, including American Sign Language. Be sure to ask for an interpreter when you make a doctor visit.

If you would like to use a face-to-face interpreter, please contact us:

- Five to seven business days

in advance for any language need

- Ten business days in advance for sign language

If you find that you need an interpreter and your appointment is in three days or fewer, please call us and we will work with you to get you the help you need. We are here to help make sure you can understand your doctor in your language, and understand that you cannot always call in the preferred time frame we have listed for you.

Translation of member materials

Health Plan of San Joaquin gives written papers in a language that our members can read. Most papers are written in English and Spanish. If you cannot read these languages or you are not getting papers in your preferred language, let us know.

To serve you better, please call our Customer Service department at **1-888-936-7526**, or **TTY/TDD 711**, and tell us your:

- ① Written language of choice
- ② Spoken language of choice
- ③ Race and ethnicity

We will make a note in your file. This way, we can serve you better.

Are your meds covered?

A drug list is a list of medications (meds) your doctor can use that will be covered by HPSJ. It lists safe and helpful meds that offer the best value without sacrificing quality of care. To see what meds are on the drug list, you can:

- Use the online Med List Search tool at **hpsj.com/formulary**.
- Download a copy of the drug list at **hpsj.com/formulary**.
- Call HPSJ Customer Service at **1-888-936-PLAN (7526)**; TTY/TDD **711**.

As a Medi-Cal member, you pay nothing for outpatient meds and some over-the-counter meds (OTC), if the three reasons below are met:

- 1 The med is listed in HPSJ's drug list.
- 2 The med is prescribed by a doctor that works with HPSJ.
- 3 The med is picked up at a pharmacy that works with HPSJ.

Did you know?

HPSJ has an online search tool where you can find which drugs are covered and which providers are in our network. This can be found on the home page of **hpsj.com/members**.

No computer?

Call HPSJ Customer Service at **1-888-936-PLAN (7526)** or TTY/TDD: **711**.

What's this?

Want to learn more about the topics in *Focus Your Health*?

With our HealthReach Audio Health Library, getting the health information you need is as simple as **1-2-3**. You can find a list of topics and codes at **hpsj.com/advice-nurse**.

- 1 Call **1-800-655-8294** anytime, 24 hours a day, 7 days a week.
- 2 Once you are connected to the call center's automated menu, press **2** to access the library.
- 3 Follow the prompts to listen to the topics that interest you.

Nondiscrimination Notice

Health Plan of San Joaquin complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Health Plan of San Joaquin cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

Language Assistance Services

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call **1-888-936-PLAN (7526)** (TTY/TDD: **711**).

简体中文 (Simplified Chinese)

注意：如果您使用简体中文，您可以免费获得语言协助服务。请致电 888.936.PLAN (7526)，(TTY/TDD 专线 711)。

Español (Spanish)

ATENCIÓN: Si usted habla español, se encuentran disponibles servicios sin costo de asistencia de idiomas. Llame al **1-888-936-PLAN (7526)** (TTY/TDD: **711**).

Information in FOCUS YOUR HEALTH comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. For more information about services available through your medical plan, consult your benefit booklet or call HPSJ. Models may be used in photos and illustrations. 2018 © Coffey Communications, Inc. All rights reserved.

THE ASTHMA-ALLERGY CONNECTION

WHAT'S THE LINK?

If you have asthma, your airways are swollen and sensitive. Asthma triggers cause the airways to tighten further and make breathing more difficult. There is no cure for asthma, but medicines—and avoiding asthma triggers—can help you manage the disease.

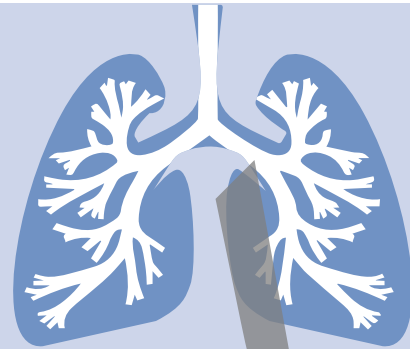
Not everyone who has allergies has asthma, but many people with asthma also have allergies. Allergies can trigger your airways to narrow. It's important to know your allergy triggers, or allergens, so you can avoid them.

Common allergens that make asthma worse:

- Cockroaches
- Animal dander
- Dust mites
- Indoor mold
- Pollen
- Outdoor mold

Other asthma triggers may include:

- Cold air
- Exercise
- Some illnesses and medicines
- Tobacco smoke, air pollution and strong odors



TESTING FOR ASTHMA

Spirometry: This test measures air flow in your lungs—how much air you can breathe in and how fast you can blow it out.

Physical exam: Your doctor will probably ask questions about your symptoms and check your breathing.

Your doctor may also recommend:

- Allergy testing to see what allergens might affect you
- A test to check how sensitive your airways are
- Tests to see if other medical problems, such as sleep apnea, are causing your asthma symptoms

TESTING FOR ALLERGIES

Most common and reliable method:

➔ **Skin testing:** Small amounts of specific allergens are placed in the skin to determine if there are any reactions.



Sources: American Academy of Allergy, Asthma & Immunology; National Heart, Lung, and Blood Institute



HealthReach 1000

FOR MORE

Breathe easier: Get connected to a doctor who can help you manage your asthma and allergy triggers. Go to hpsj.com and select "Find a Provider."

Find what you need at **hpsj.com**

Our website, **hpsj.com**, puts the news you need at your fingertips. Many members use **hpsj.com** online tools to handle their care and fix their health. It is also the best way to:

- Get the most up-to-date facts about your plan.
- Find out how to reach us.
- Know what to do in a sudden event that must be handled right away.

Visit **hpsj.com** from your PC, tablet or mobile phone. On **hpsj.com** you will find the news for the following topics:

HPSJ member rights and responsibilities

Visit **hpsj.com/rights-responsibilities** to learn more about:

- How HPSJ protects your privacy
- Routine approval: What it means and what it covers
- How we use and share your information (info)
- How we get your approval to use your info
- How to ask for limits
- How you may see your info
- Sharing non-routine info
- How to limit how your info is used or shared
- How to change your health info
- How to find out who can see/has seen your private info

For the complete list, please go to our website.

What your plan covers

- Find your Evidence of Coverage (EOC) online at **hpsj.com/medi-cal-evidence-coverage**. It tells you:
 - What is and is not covered
 - Your benefits and limits, in and out of our service area
 - How we decide to involve a new technology as a covered benefit
- Find your Pharmacy Benefits at **hpsj.com/formulary**. It tells you:
 - When we use generic medicine
 - How to ask for brand-name medicine
 - How to ask for a medicine that is not covered
 - How to find out if your medicines are covered, need approval or are limited
 - About therapeutic interchange protocol for meds that work in a similar way and step therapy for other meds

Getting care

- Choose your primary care practitioner (PCP) at **hpsj.com/find-a-provider**. Our list shows each provider's languages and sex. You can also find out about: their license, the medical school they went to, and their residencies and board status. You can also call us for help.
- Find how to reach your PCP.
- Choose a hospital by name or place.
- Learn how to get:
 - Care during office hours
 - After-hours care
 - Specialty care
 - Emergency care and when to use 911
 - Mental health care
 - Hospital services
 - Out-of-area care and coverage

Payments and claims

- Learn what to do with fees, bills or other charges.
- Send a claim for a covered service you paid for.

Online tools to handle—and better—your health

- Review your Personal Health Assessment and health risks.
- Track your health goals.
- Learn about preventive health care visits.
- Find tips and tools to keep you healthy.

How HPSJ makes health care decisions

- See our rule: How we do not financially reward a person for Utilization Management decisions.
- Learn about external appeals steps.
- See how you can join our:
 - Case Management programs: hpsj.com/case-management
 - Disease Management programs: hpsj.com/disease-management
- Learn how your caregiver can guide you.

Visit us online at hpsj.com, learn more about these topics in your online EOC or call Customer Service toll-free at **1-888-936-PLAN (7526)** or TTY/TDD: **711**.

Reach out to us

- Find our toll-free number.
- Call us if you have questions.
- Ask about the TDD/TTY line if you have a hearing problem.
- Find out how to reach your doctor.
- Contact staff if you have questions about how we manage care and services.
- Learn about language help if you do not speak English well.
- Find facts about our Quality Improvement program, what we do, how we do it and our program goals.



What is Complex Case Management?

Complex Case Management (CCM) is a program that gives you care to meet your health care needs. Our nurses work with you, your doctors and the person taking care of you to craft a plan of care that can help you with your health needs.

CCM was made to:

- Help better your life
- Raise your skills to help take care of your health needs

How can I join?

HPSJ finds members by using information from many sources.

Then a score is created. This score tells our nurses to reach out to you about how we can better help you. CCM is a choice for members. You can drop out of the program at any time.

If you would like to be in the CCM program, you can:

- Be referred by your doctor to special doctors or health providers
- Be referred by the person taking care of you
- Tell us you would like to be a part of the CCM program by calling **1-209-942-6352** or TTY/TDD: **711**.

What can you expect?

If you join the CCM program:

- You will be given a health test.
- You will be given a case manager who will work with you, the person taking care of you and your doctor.
- Your case manager will make a plan to help make your life better and teach you how to deal with your health issue.
- You will be given health tip sheets about your health issue.
- We will help you get care or tools you may need.
- We will give you referrals to helpful aids in your area.

Need to ask a question about your health?

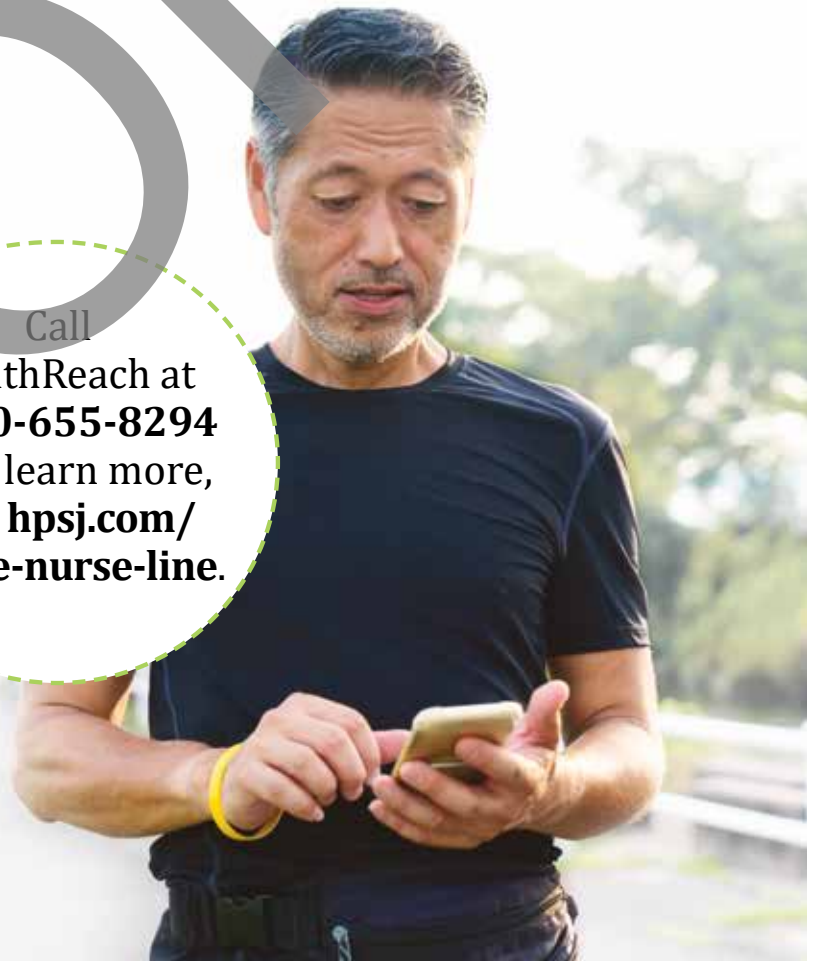
Call HealthReach, a free phone service to give you the care you need when your doctor is not available.

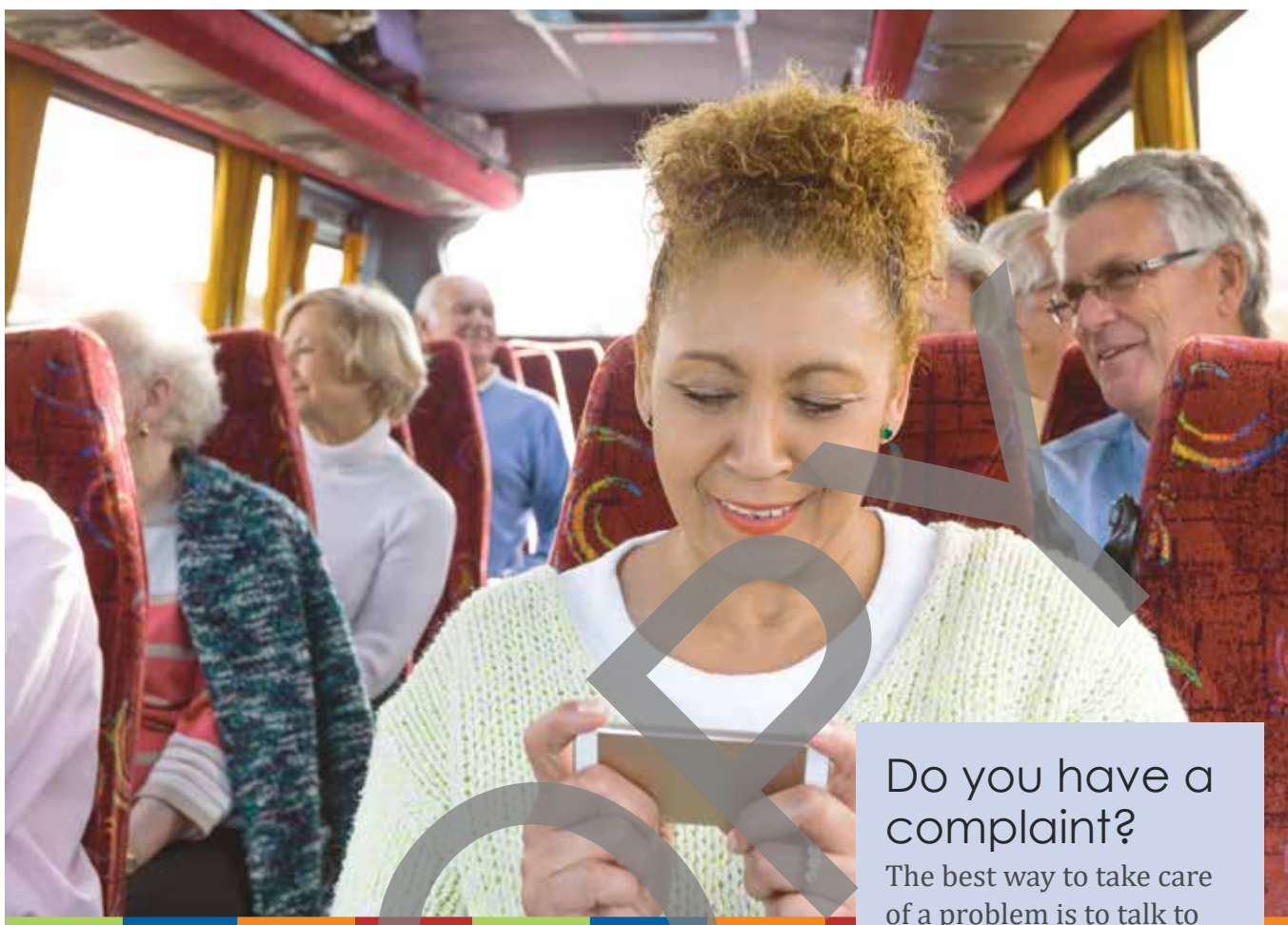
HealthReach can help you:

- Speak with an Advice Nurse
- Talk to a doctor
- Find urgent care locations near you
- Decide if your problem can be treated at home
- Listen to Audio Health Library topics

FOR MORE

Call
**HealthReach at
1-800-655-8294**
or, to learn more,
visit **[hpsj.com/
advice-nurse-line](https://hpsj.com/advice-nurse-line)**.





QI program

Information about the Quality Improvement program for members

Our Quality Improvement (QI) program puts your needs first. We focus on making programs to help give you the best care. This helps you stay healthy. HPSJ's QI team always works to improve the safety and quality of care you get.

Each year, we check our QI program, looking at ways to improve and then set new goals. Goals are shared with doctors to track member gaps in care and needs.

FOR MORE

HPSJ members, local doctors and our staff are part of the QI committees. To learn more about the QI program, please visit **hpsj.com/quality-management-plan**.

Do you have a complaint?

The best way to take care of a problem is to talk to your doctor. If you are not happy with the health care you received, you can file a grievance, also known as a complaint.

It is your right to file a complaint. You will not be discriminated against or lose your benefits.

If you want to file a grievance, you can:

- Call Customer Service at **1-888-936-PLAN (7526)**; TTY/TDD: **711**, Monday through Friday from 8 a.m. to 6 p.m.
- Visit **hpsj.com/grievances-appeals** to file online or to download the form to fax to us.



Caring for kids' teeth

Your child's baby teeth will not last a lifetime. But the good dental habits you pass along can have a big impact on your child's smile for years to come.

You can help your child avoid tooth decay and painful cavities by establishing good dental habits. Here's how:

→ **Schedule a dentist visit around your child's first birthday.** The dentist will check on your child's oral health and growth.

→ **Brush your baby's first teeth.** Those first teeth (many babies get them after about six months) can decay if they're not kept clean. When cleaning your child's teeth, use a fluoride toothpaste. It helps strengthen and protect teeth. For children under age 3 years, use just a tiny bit of toothpaste (about the size of a grain of rice). Once your child turns 3 years old, use a pea-sized amount of toothpaste.

→ **Help your child learn to brush.** Younger children may use too much toothpaste. So put it on the brush for your child until he or she is about 6 years old. Teach your child how to use the toothbrush and spit out the excess toothpaste (but don't rinse with water).

→ **Have your child brush at least twice a day.** Teeth should be brushed morning and night for about two minutes at a time.

→ **Don't forget to floss.** As soon as your child has two teeth that touch, start flossing them each day.

→ **Ask about fluoride.** Many cities put fluoride in the water. If yours doesn't, ask your child's provider about a fluoride supplement.

Sources: American Academy of Pediatrics; American Dental Association

FOR MORE

hpsj.com/healthysmiles

JUST FOR KIDS

What you can do to keep your smile

Here are some rules to help you keep your smile. The letters of one word in each sentence are scrambled. Can you put the letters in order so that the sentences make sense?



- 1 Brush your teeth at least **ewitc** _____ a day.



- 2 Eat healthy **ofsod** _____.



- 3 At least once a day, **slofs** _____.



- 4 See your **endttsi** _____ regularly.



- 5 Wear a mouth guard when you play **osrpts** _____.

Answers: 1. twice. 2. foods. 3. floss. 4. dentist. 5. sports.