

Feel the **HPSJ** Love

Your
care
as an
HPSJ
Member



Thank you for being a Health Plan of San Joaquin Member!

We care for our members by giving them the tools for a healthy life at Health Plan of San Joaquin. We are proud to offer:

- Many doctors to choose from
- After-hours care
- Mental health care
- Drugstores near you
- Doctors who speak your language

“

We work hard to give you quality health care and hope you know if you ever need help, **we're with you every step of the way!**

”

- HPSJ Team

See how HPSJ cares for you

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Health Plan
of San Joaquin

*From,
Your Care Team*♥

The goal of Health Plan of San Joaquin (HPSJ) is to improve the health of our community by creating health care value and advancing health care outcomes. HPSJ keeps its members top of mind, and will support you any way we can.

If you need anything or have questions, don't hesitate to call **1.888.936.PLAN (7526)**, TTY/TDD 711.



Let's make a plan to care for you!

Our **Complex Case Management (CCM)** program 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.

How To Join

HPSJ finds members for the program by using data from many sources. Then a score is crafted. This score tells our nurses to reach out to you about how we can better help you. The program is a choice for members. You can stop using the program at any time.

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

- Be referred by your doctor
- Be referred by the person taking care of you
- Call us at **1.888.936.PLAN (7526)**, or TTY/TDD 711

Protecting Your Identity is our Priority:

- Customer Service staff must check 3 pieces of Private Health Info (PHI) before they can help members.
- Callers 18 years of age or older need to call for themselves. If a parent or someone helping calls for a member, the HPSJ member **MUST** be there. To protect you and your information, 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**

You're going to love HPSJ's myRewards Program!

HPSJ has a program that rewards you for staying healthy! myRewards began in January 2020. You can get rewards for you and your family after going to the doctor for certain health exams. Each exam may get you a \$25 gift card, if you qualify.

myRewards



Well Child: 0-15 Months

Your baby must have six well child exams by the time he/she is 15 months old. On his/her 6th visit, you can submit the Reward request.



Well Child: 3-6 Years Old

A yearly well child health exam checks the health of your child's eyes, hearing, and could involve shots, if they are due.



Well Child: 12-19 Years Old

A well child exam involves a body exam, eye and hearing test. The doctor also checks height, weight, and body fat measure. Teens may need shots as well.



Diabetes A1C exam

Call or go to your doctor to get A1C blood test screening lab slip. Next, go to a lab in the HPSJ Network to get the Diabetes A1C Test.



Prenatal

Visit doctor within the first three months (12 weeks) of becoming pregnant or within 42 days of becoming an HPSJ member.



Cervical Cancer Screening

Women 21 or older: Make an appointment with your doctor or an OB/GYN to get tested for cervical cancer. The doctor will do a pap smear.



Breast Cancer Screening

Women 50 or older: Call or go to your doctor to ask for a mammogram. Get your mammogram done to prevent or catch breast cancer early.

Check out myRewards at
www.hpsj.com/myrewards



Do you LOVE your teeth as much as we do?

Dental services are one of many programs covered when you qualify for Medi-Cal. Beneficiaries receive dental services through Denti-Cal. Visit the Denti-Cal website (www.denti-cal.ca.gov) for more information. You can also call:

Telephone Service Center: (800) 322-6384

Hearing Impaired (TTY): (800) 735-2922

Mailing Address:

Denti-Cal
California Medi-Cal Dental Program
P.O. Box 15539
Sacramento, CA 95852-1539

What is fluoride?

- Fluoride is a mineral found in water, food, and soil.
- Fluoride varnish is a protective coating that is painted on teeth to build the teeth's ability to not be affected by acidic foods or drinks that cause tooth decay.
- Fluoride is safe, quick, and does not hurt.
- Fluoride varnish can be applied as the first tooth comes in or at your child's first birthday.

Ask your doctor about Fluoride Varnish.

There is no cost for members of HPSJ up to 6 years of age.

How much do you LOVE your doctor?

When joining HPSJ, picking a doctor is one of the first things you should do. If you see a doctor that is not in HPSJ's group, you may be able to keep them for 12 months in certain cases. If your doctor does not join HPSJ's group by the end of 12 months, you will need to change to an HPSJ doctor.

To learn how you can still see your doctor, visit

www.hpsj.com/continuity-of-care*

*Continuity of Care (COC) gives members continued access to non-HPSJ doctors for either medical or behavioral health services.

Here is what you can find in the **Provider Directory**:

- Doctors
- Urgent Care
- Pharmacies
- Hospitals

You can also use the **myHPSJ App** or visit **www.hpsj.com/find-a-doctor** to find a doctor near you.



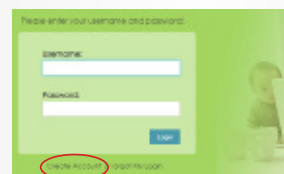
LOVE your health! Keep track with your HPSJ Member Portal

Make sure you have your HPSJ Member ID Card when signing up.

- 1 Visit www.hpsj.com/portal



- 2 Click on **Create Account** under the login box.



- 3 Fill out your information and click **Create** at the bottom of the form.





We help you connect to other services

FOOD

San Joaquin County

CalFresh..... (209) 468-1000
Meals on Wheels..... (209) 953-5500
2nd Harvest Food Bank (209) 239-2091

Stanislaus County

CalFresh..... Apply at www.C4Yourself.com
Meals on Wheels..... (209) 593-5633

HOUSING

San Joaquin County

Housing Authority..... (209) 460-5000
Valley Mountain Regional Center..... (209) 473-0951

Stanislaus County

Housing Authority..... (209) 557-2000
Valley Mountain Regional Center..... (209) 529-2626

TRANSPORTATION

San Joaquin County

Dial-a-Ride (ADA). (209) 565-1488 or (209) 955-8400
Dial-a-Ride/Vine Line..... (209) 333-6800 ext. 2076

Stanislaus County

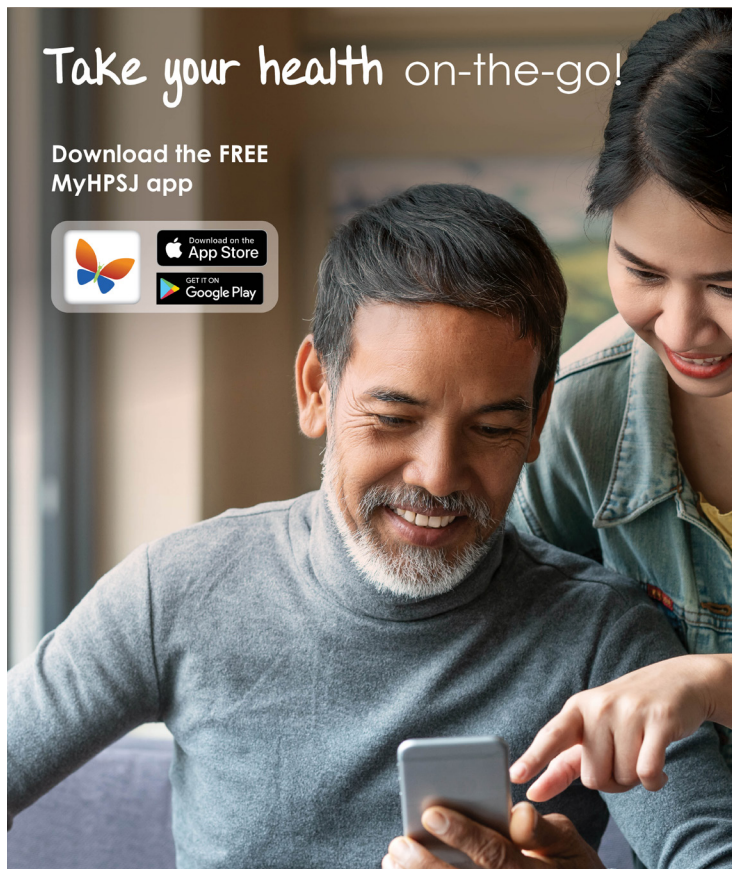
Dial-a-Ride (209) 527-4900
MOVE..... (209) 522-2300

For more information about community resources, visit:

www.hpsj.com

Take your health on-the-go!

Download the FREE
MyHPSJ app



NEED TO QUIT?

Call the California Smokers' Helpline for free counseling.

1.800.NO.BUTTS

Health Plan 
of San Joaquin

DID YOU KNOW?

You receive these benefits and more with HPSJ!

HealthReach 800.655.8294

Free 24/7 Advice Nurse Line

Do you need after-hours medical advice?

Connect with a nurse anytime, day or night, to find out if your condition can be treated at home, needs urgent care or can wait until your doctor is available.

Transportation 888.936.7526

Reduce missed appointments

Health Plan of San Joaquin provides non-medical transportation services for members:

1. Who do not have their own transportation available
2. For medically necessary managed care plan covered services

Types of Transportation: City bus vouchers, rideshare, taxi, mileage reimbursements

Mental Health Care 888.581.7526

Health Plan of San Joaquin works with Beacon Health Strategies to **provide mental health services.**

- ✓ Get information about mental health services
- ✓ Find a mental health doctor
- ✓ Make an appointment

Eye Care 888.321.7526

Seeing is believing!

Eye exams are a covered benefit for HPSJ members

Call VSP to see if you are eligible for your eye exam!

Interpretation 888.936.7526

Help in your language! You have the right to **no-cost interpreting**, as well as American Sign Language.

Need material in your language or format?

You can get member materials in the language or format you want, such as large print or audio. To ask for material in your language or format call Health Plan of San Joaquin.





7751 S. Manthey Road
French Camp, CA 95231

888.936.PLAN (7526)
TTY/TDD 711
www.hpsj.com

Special message for:



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 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 888.936.PLAN (7526) (TTY/TDD: 711).