



## What Is Access and Care for Everyone (ACE)?

Access and Care for Everyone (ACE) is a San Mateo County coverage program for adults age 19 through 64 who are not eligible for other state and federal insurance programs. ACE is available only to residents of San Mateo County. Legal residency status is required.

## How ACE Works

ACE is administered through the Health Plan of San Mateo (HPSM), a managed-care health maintenance organization (HMO). If you qualify for ACE, HPSM will manage your benefits. ACE participants receive care only from ACE providers located in San Mateo County. Emergency services are covered only at San Mateo Medical Center.

## Benefits and Services

ACE covers medically necessary health services for adults only. And it covers services received only at ACE primary care provider clinics and the San Mateo Medical Center, except with prior authorizations. Some of the covered services include:

- Doctor Visits
- Prescription Drugs
- Immunizations
- Mental Health
- Medical Supplies
- Vision Services

## ACE Providers

ACE providers are the San Mateo Medical Center (SMMC), SMMC primary care clinics, and Ravenswood Family Health Center. SMMC primary care clinics are located in Daly City, San Mateo, Redwood City, East Palo Alto, Half Moon Bay, Menlo Park, and South San Francisco. You can go to a non-ACE provider only with a referral from an ACE provider, and with pre-approval from HPSM. If you do not have pre-approval, you will be responsible for the costs of services.

Call HPSM Member Services for questions about ACE benefits:  
**1-800-750-4776** or **650-616-2133**.

### Call Center Hours

Monday through Thursday:

8:00 a.m. to 6:00 p.m.

Friday:

9:30 a.m. to 6:00 p.m.

### Office Hours

Monday through Thursday:

8:00 a.m. to 5:00 p.m.

Friday:

9:30 a.m. to 5:00 p.m.

TTY **1-800-735-2929** or dial **7-1-1**  
(California Relay Service) for hearing impaired.

## Annual Participation Fee and Co-payments

ACE participants are required to pay a participation fee of **\$240** for one year of coverage, and co-payments for services.

- One full payment of **\$240**, or monthly payments of **\$20**.
- Co-pays are required for certain medical services. They are paid directly to the San Mateo Medical Center. For information on co-payments for specific services, view the **ACE Program handbook**. For questions about co-pays, contact San Mateo Medical Center at **650-573-2222**.

## Do I Qualify for ACE?

Eligibility is based on these general categories:

- Age
- Income
- Residency in San Mateo County
- Ineligibility for other state and/or federal health insurance programs