

San Mateo County's Medi-Cal Managed Care Plan Since 1987

Overview

HPSM was established as a Medi-Cal managed care plan in 1987 under a County Organized Health System (COHS) model in response to a crisis of low provider accessibility, high costs, and poor quality in the local fee-for-service Medi-Cal program. Under this model, HPSM serves as the only Medi-Cal plan in San Mateo County for the overwhelming majority of the county's population eligible for full-scope Medi-Cal benefits. Moreover, HPSM provides the bulk of Medi-Cal covered services to its mandatorily enrolled members, leading to a high level of centralization of administration, financing, oversight, and accountability for Medi-Cal benefits in San Mateo County.

Who are Our Members?

Approximately **55,000** Medi-Cal beneficiaries are enrolled in HPSM Medi-Cal, which is the largest and most diverse program at HPSM. Medi-Cal members represent a wide range of cultural and ethnic backgrounds and language needs. In addition, Medi-Cal members span a wide age range, from the youngest newborns to our most long-lived members aged 100 or older.

As with other COHS plans, HPSM's Medi-Cal enrollment includes seniors and persons with disabilities (SPDs). In fact, HPSM maintains the highest proportion of SPDs of any Medi-Cal managed care plan at 42%, and approximately 60% of those members (**7,600**) have chosen to enroll in HPSM's Medicare Advantage program to receive their Medicare coverage through HPSM as well.

What Services Do We Cover?

HPSM provides a wide range of Medi-Cal covered services in accordance with our Medi-Cal contract, Medi-Cal coverage rules, and local policy and coverage determinations. These services include but are not limited to:

- Doctor visits
- Medical supplies
- Health education
- Prescription drugs
- Hospital services
- Physical therapy, speech therapy, occupational therapy
- Emergency and urgent care services
- Nursing facility services (starting February 2010)

HPSM also oversees and provides payment for services provided to children enrolled in the California Children's Services program for children with special health care needs.

Medi-Cal covered services that are excluded from HPSM's program include behavioral health and recovery services, which are provided by San Mateo County's Health Department, Behavioral Health and Recovery Services Division. Dental services and home and community-based services for members at risk of institutionalization are also carved out.



We fight to make a difference in our community.

701 Gateway Blvd. Suite 400 South San Francisco, Ca 94080

**the
healthy
fight.**

What Makes our Medi-Cal Program Special?

HPSM transformed the health care landscape for Medi-Cal beneficiaries in San Mateo County when it launched in 1987, enabling members to access mainstream medical care on a regular basis for the first time. Since that time, HPSM has been demonstrating our value to the State of California, our members, our providers, and our community through cost reductions, access and quality improvements, and excellent customer service.

Highlights include the following:

- The California Legislative Analyst's Office has estimated that HPSM Medi-Cal provides more than \$30 million in annual savings to the state and federal governments compared to a fee-for-service system of care.
- In the most recent member satisfaction survey of Medi-Cal managed care members in California, HPSM surfaced as one of the top five performing health plans in the state and claimed a bronze award for quality performance.
- HPSM has continued to expand its provider network to enable adequate access to care for our Medi-Cal beneficiaries. Most recently, HPSM entered into a ground-breaking contract with Kaiser Permanente in Redwood City to significantly expand access to maternity services for our Medi-Cal members in South San Mateo County.
- HPSM implemented a pay-for-performance (p4p) system in 2008 to encourage our contracted physicians to engage in recommended clinical practices to improve members' health. Physician participation in our P4P program has led to significant improvements in quality of care as measured by nationally-recognized HEDIS quality studies.
- HPSM's concern for members' short-term and long-term health outcomes led to continued coverage of podiatry services and incontinence creams and washes, which the State of California eliminated from the Medi-Cal program in July 2009. Despite lack of reimbursement from the State due to budget shortfalls, HPSM has continued to offer these benefits to prevent potentially more serious health problems.
- HPSM has identified that several of its Medi-Cal members have long-term disabilities that could qualify them for a Supplemental Security Income (SSI) through the Social Security Administration, as well as for additional benefits through Medi-Cal. However, these members are not applying for SSI on their own, preventing them from taking advantage of these benefits. In response, HPSM has contracted with a vendor to assist members in applying for and receiving a favorable SSI determination, at no cost to the members.
- A major challenge among Medi-Cal beneficiaries is meeting the requirement to renew their coverage on time. Individuals who are eligible for Medi-Cal often fail to renew on time or at all. This leads to gaps in coverage or loss of Medi-Cal eligibility altogether, which can be particularly harmful for members undergoing active treatment. To reduce the rate of non-renewal, HPSM collaborates with San Mateo County Human Services Agency to identify members who are reaching their renewal date. HPSM works with other County agencies to conduct outreach and encourage timely renewal prior to the expiration of their coverage.
- The planned closure of a residential and medical facility for individuals with developmental disabilities (DD), Agnews Developmental Center, led to the placement of **51** individuals into San Mateo County and HPSM's Medi-Cal program. HPSM was proactive in ensuring that these high-risk members were linked to the appropriate health and social services, leading to:
 1. a dedicated nurse case manager for DD patients on staff;
 2. a dedicated physician contracted to serve as a PCP for our DD patients;
 3. improved collaboration with Golden Gate Regional Centers and access to its social workers and case managers; and
 4. the establishment of a new clinic specializing in services for DD patients.