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March 10, 2011

IMPORTANT NOTICE REGARDING CHANGE IN MEMBER ID FORMAT FOR NEW HPSM MEMBERS, EFFECTIVE APRIL 1, 2011
Please Read Carefully

Dear Pharmacy Providers:

We announced in a letter dated December 2, 2010 that Health Plan of San Mateo (HPSM) would be changing the ID format for “new members and new ACE participants” enrolled on or after 1/1/2011. HPSM had to postpone that implementation. **Effective April 1, 2011**, HPSM will change the ID format for NEW MEMBERS AND NEW ACE PARTICIPANTS enrolled on or after 4/1/2011. The ID format will become a uniform 9-digit ID number to be utilized for all of HPSM’s different programs.

As members move from one program to another, the 9-digit ID number will stay the same. However, the GROUP# will change depending on the program. Please check the ID card to ensure that the correct GROUP# is utilized at the point-of-sale.

For members enrolled in a HPSM program/benefit **prior** to April 1, 2011 the ID number **will not** change. Pre April 1, 2011 ID number format will remain 11-digits.

PCN: IRX

GROUP#: **CHECK THE ID CARD FOR CORRECT GROUP #**

BIN#: 610011

If you encounter claim submission errors or problems, please do not hesitate to contact the IRX Help Desk for assistance at **1-866-441-2422**.

Sincerely,

Pharmacy Services

New HPSM Group Numbers for Members with 9-Digit Identification Numbers		
HPSM Program	New Group Number (new members with 9-digit ID#)	Previous Group Number (existing members w/ 11-digit ID#)
Medi-Cal	HPMC	090002
Healthy Families	SMHF	090002
Healthy Kids	SMHK	090002
HealthWorx	SMHW	090002
ICP	ICP	090002
ACE	ACE	090002
CareAdvantage (<i>no change</i>)	090002	090002

SAMPLE ID CARD

