



With a diverse membership of nearly 150,000, we are one of San Mateo County's largest non-profit Medicare/Medicaid public health plans. For over 35 years we have been committed to ensuring the vision that **healthy is for everyone**, which goes beyond addressing solely medical needs to include complex quality-of-life issues that impact people's health. Through special programs and community partnerships, we work to provide the right support.

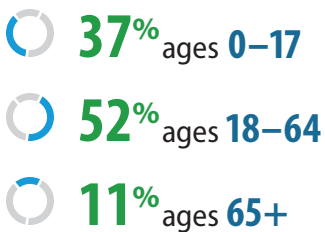
HPSM Health Care Programs

		Membership*
Medi-Cal	California's Medicaid health care plan covering medical services for children and adults with limited income and resources	137,500+
CareAdvantage	A Dual Eligible Special Needs Plan (D-SNP) providing specialized care and wrap-around services to people eligible for both Medicare and Medicaid	8,500+
HealthWorx HMO	Coverage for In-Home Services and Support providers and eligible employees of the City of San Mateo	1,300+
San Mateo County ACE	Locally funded plan administered by HPSM for low-income adults who do not qualify for other health insurance	2,600+

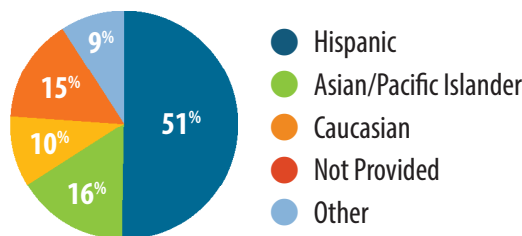
* As of 1/24/24

Our Members

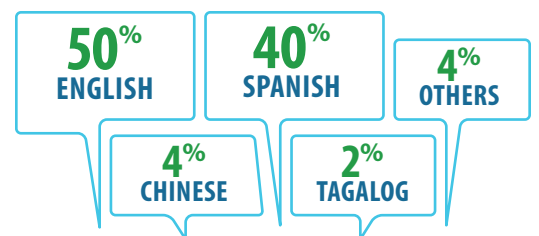
Age Groups



Race & Ethnicity



Preferred Languages

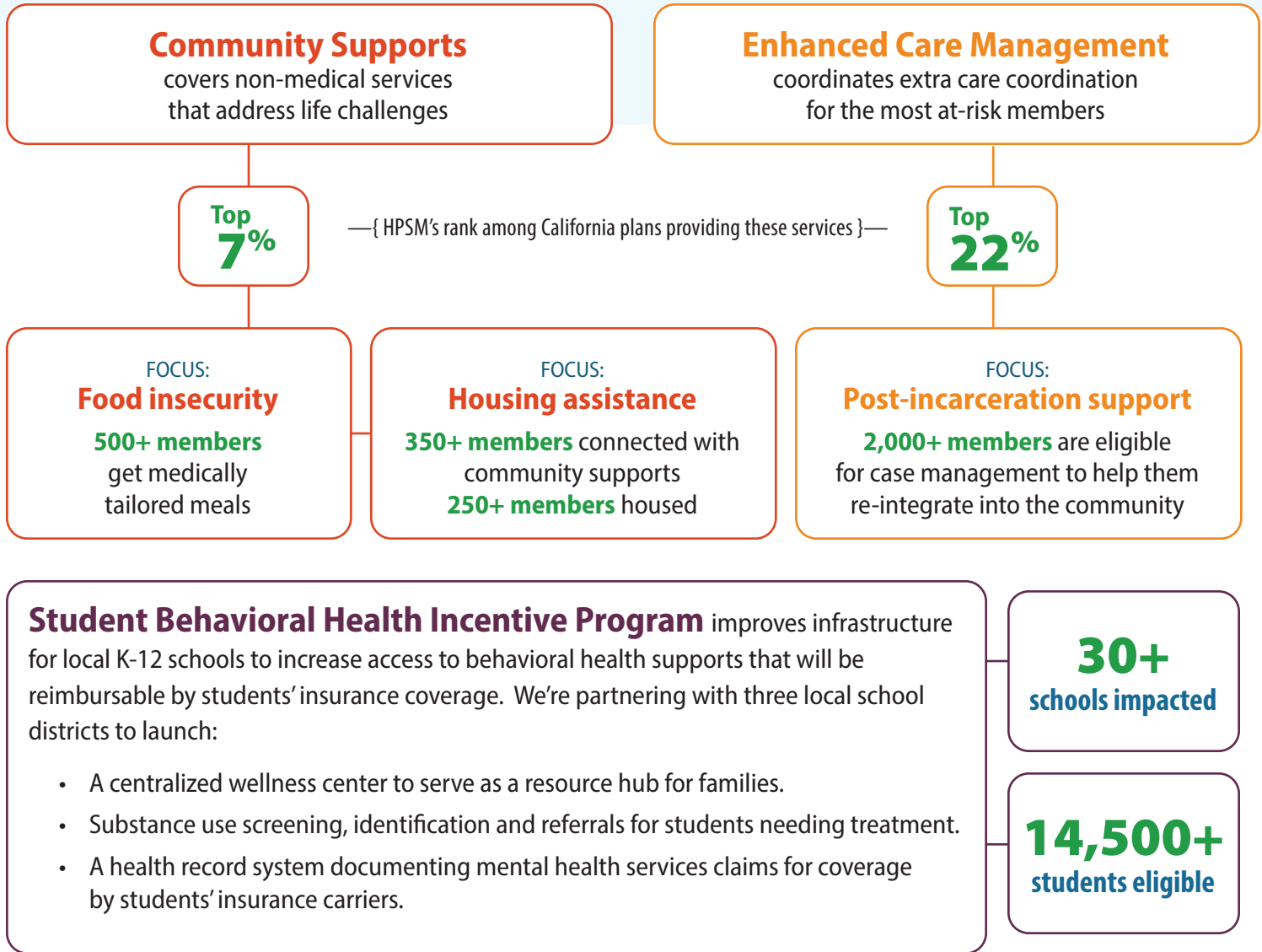


Our Provider Network

25+ hospitals **700+** primary care providers **7,000+** specialty care providers
15+ community health centers **300+** dental providers **250+** behavioral health providers

California Advancing and Innovating Medi-Cal (CaAIM)

CaAIM is a statewide, five-year, multi-system Medi-Cal transformation from the California Department of Health Care Services. We support it through efforts to eliminate health disparities and to integrate health care services with community services. Programs include:



DHCS Recognition

The California **Department of Health Care Services (DHCS)** awarded us these prestigious honors as a result of the ongoing collaboration between our staff, providers and community partners to improve the health outcomes of our members:

- **Highest Bold Goals** Aggregate Quality Factor Score (AQFS) for the San Francisco/Sacramento area
- **High Performance with Greatest Improvement** for Measurement Year 2022 Medi-Cal Managed Care Accountability Measures



Integrating Dental into Overall Healthcare

HPSM Dental is California's first and only dental plan for Medi-Cal members that is fully integrated with medical and mental health care benefits. We launched this pioneering program in January 2022 to increase utilization by giving members easier access to high-quality dental care. Our large network of dentists and specialists enhances the ability to make referrals and coordinate care, resulting in increased utilization of dental benefits. Learn more at www.hpsm.org/dental.



Since HPSM Dental Launched

30,000+ members used dental benefits

Our network has grown to **300+** providers with expanded access to specialty care

- **2X adult members** used dental services¹
- **+35%** preventative service utilization ages 2–65²
- **+20%** in tooth decay prevention treatments²
- **+14%** in restorative dental services²
- **+8%** in preventative dental care during pregnancy²

Plus, in 2023



Added more benefits
for members



Increased reimbursement rates
for providers

Orthodontists incentivization pilot launched

- **+22%** network orthodontists
- **3X** orthodontic services used



New referral management system that helps:

- Coordinate integration of dental care with overall health care
- Ensure that dental providers are part of each member's care team

¹ Members 20 years and older

² Statistics are for 2022 vs. 2019

Complex Care – Made Simple

CareAdvantage by Health Plan of San Mateo

is a Dual Eligible Special Needs Plan (D-SNP) that combines Medicare and Medi-Cal into one comprehensive, convenient insurance program. It's specifically designed to meet the unique health needs and life challenges of people 65 and over and those with chronic health conditions. Specialized services include comprehensive care coordination, wrap-around services and enhanced benefits. Learn more at www.hpsm.org/careadvantage.

Serving a diverse population of more than **8,500** members with complex health needs

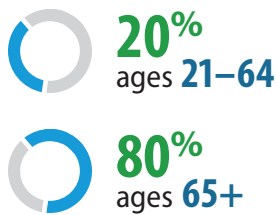
83% have 3 or more chronic conditions

41% are frail, homebound or enrolled in SNF/LTC

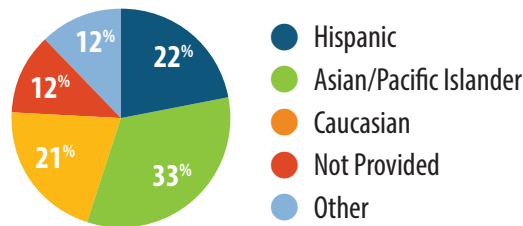
78% are 65+ and have a disability

90% visited a PCP in the last 12 months

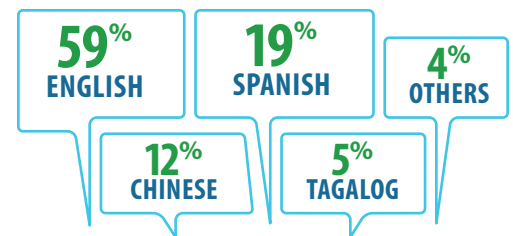
Age Groups



Race & Ethnicity



Preferred Language



It's Not *Just* About Medical Care

As a local health care plan, we take an active role in the community we serve. We've built strong, longstanding partnerships with the County's health care system and local organizations to ensure our members can get the supports they need to be healthy. **By coordinating with our community partners, we address other issues affecting our members' health with:**



Plan-managed
oral health care



Health care
transportation



Housing
assistance



Legal
advocacy



Home-based
services



Social
support