



San Mateo County Access and Care for Everyone (ACE) Fee Waiver Program New Member Guide



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WELCOME TO THE SAN MATEO ACCESS AND CARE FOR EVERYONE PROGRAM (ACE).

You have been auto-enrolled in the ACE Fee Waiver Program because your No Cost Restricted Medi-Cal coverage is active. ACE is a locally funded health coverage program managed by the Health Plan of San Mateo (HPSM) that pays for some services not covered by Restricted Medi-Cal such as:

- Doctor and hospital visits
- Prescription medicines
- Eye care
- Preventive care (such as well-visits, screenings, tests, vaccines and other office visits with a primary care provider clinic.

This guide will help you start using the ACE Program. More information about the ACE Program can be found online at www.hpsm.org/ace.

Your ACE member ID card is attached to the cover of this book.

- Make sure the information on it is correct
- If it is not correct, call HPSM Member Services (see page 3)
- Keep your card in a secure place
- Do not use your care until your effective date

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Call HPSM Member Services if you:

- Have questions about your benefits or anything in this guide
- Want help finding a doctor or getting an appointment
- Are not satisfied with the quality of care or service you get
- Would like to request printed member materials

Local

650-616-2133

Toll-free

1-800-750-4776

TTY

1-800-735-2929 or 7-1-1

FOUR STEPS TO A HEALTHY START

As a participant in the San Mateo County ACE program, you have access to a wide range of health care services. Want to start using them? Just take these four simple steps!

1

Choose a primary care provider (PCP) clinic. Your PCP will lead your care team. If you need to see a specialist, they will give you a referral. To choose a PCP, visit www.hpsm.org/ace-clinics, complete the PCP change form and return it with the envelope provided. Your selected PCP will be added to your records.

2

Set up an appointment with your Primary Care Provider. If you are assigned to San Mateo Medical Center, call the New Patient Connection Center at 650-372-3200. If you are assigned to North East Medical Services or Ravenswood, call the provider directly, to set up your first PCP appointment.

3

Find out how to get your medicines. Visit www.hpsm.org/ace-meds to find a list of covered medicines. If your medicines need prior authorization, call your PCP.

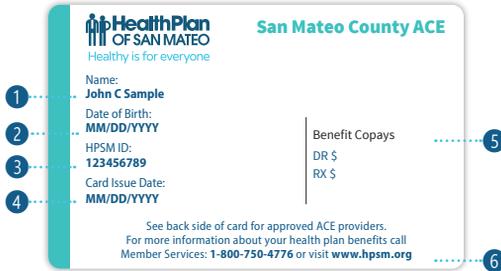
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Find out how to get your medical supplies. If you use durable medical equipment (DME), talk to your PCP to see if you need prior authorization. Or call HPSM Member Services (see page 3 for contact information).

YOUR MEMBER ID CARD

Your **San Mateo County ACE ID card** is proof of that you are a program participant. Key information includes:

FRONT



- 1 Member name
- 2 Date of birth
- 3 Member ID number
- 4 Card issue date
- 5 Drug benefit info
- 6 Member Services phone number

BACK



- 1 Emergency instructions
- 2 Nurse Advice Line phone number
- 3 Drug benefits contact info
- 4 Listing of ACE Providers

ACE BENEFITS AND SERVICES

As a participant in the San Mateo County ACE Program you get access to a range of healthcare services.

ACE covers many services like:

- Doctor and hospital visits by phone or video. Visit www.hpsm.org/ace-providers to see a list of clinics where you can get care.
- Eye care
- Preventive care (well-visits, screenings, tests, vaccines and other office visits with a primary care provider).
- Emergency care (covered only at **San Mateo Medical Center**).



Prescription Medicines covered by ACE include:

- Brand-name and generic medications prescribed by your doctor that are listed in the ACE Formulary.
- Non-formulary medications if your doctor prescribes them and obtains prior authorization from HPSM.



Some over-the-counter medicines, but only if you have a doctor's prescription.

Visit www.hpsm.org/ace-meds to learn more about your medicine coverage.

Mental health and substance use

Covered mental health services provided by your PCP clinic, within the scope of staff licensure, are covered under the San Mateo County ACE Program.

Exclusions: San Mateo County ACE Program does not cover specialty services given by psychiatrists, clinical psychologists or other specialized mental health professionals. Emergency psychiatric services are also not covered. These may be available through another coverage program.

Emergency dental care

The San Mateo County ACE Program covers emergency dental services and associated supplies and anesthesia for emergency dental procedures. Routine dental care is excluded.

Eye care

One optometry exam is covered once every two years at approved ACE clinics with a referral from your ACE primary care clinic. One pair of eyeglasses (frames and lenses) is covered up to \$150 once every two years with prior authorization. Coverage to see a specialist requires a referral from your ACE primary care clinic.

Non Refundable Application Fee and Co-pays

Because your income is below certain income limits, you have qualified for the ACE Fee Waiver Program. If you are receiving monthly invoices, contact the Health Coverage Unit by phone at **650-616-2002** or by email at info-hcu@smcgov.org to make sure you do still qualify.

Participants in the ACE Fee Waiver Program do not have to pay the \$360 Application Fee, co-payments or other charges.

More details about the ACE Program can be found in the Participant Handbook.

Visit www.hpsm.org/ace-materials.



OTHER PROGRAMS & SERVICES

Nurse Advice Line

If you are worried about your health, HPSM has a nurse advice line open 24 hours a day, 7 days a week at no cost to you. Call HPSM's Nurse Advice line if your healthcare provider is not available. Registered nurses are ready to answer questions about your symptoms.

 **1-833-846-8773**

 www.hpsm.org/nurse-advice-line

Interpreter services at no cost

If you speak a language other than English, you can get an interpreter at no cost when talking with your healthcare provider or HPSM Staff.

 hpsm.org/member/language-services

Healthy Lifestyle Programs

HPSM's Health Promotion Unit supports members with general health information, tips and resources to stay healthy. This unit does not offer medical advice. They connect members to wellness programs and services at no cost including:

- The Baby+Me Program, connecting pregnant people to support services such as Women, Infants and Children (WIC), Black Infant Health (BIH) and more.

 **650-616-2165 (Health Promotion Unit)**

 www.hpsm.org/health-tips
(General health information, tips & resources)

Health Coverage Unit

San Mateo County offers health coverage for the whole family. If you have children or other family members who do not have health coverage, you can contact the Health Coverage Unit at your PCP clinic or enrollment location.



650-616-2002



info-hcu@smcgov.org

For more information — including hours, enrollment locations and how to apply — visit www.smchealth.org/health-coverage-0



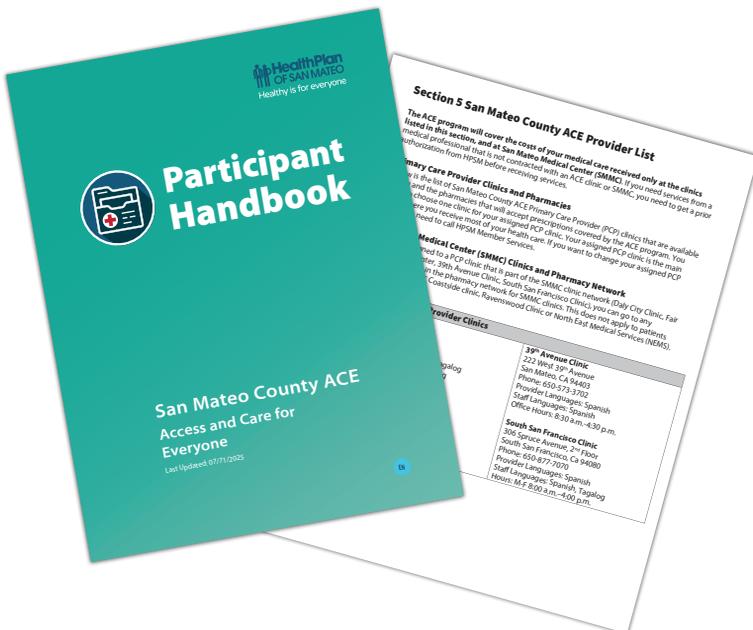
PARTICIPANT MATERIALS

San Mateo County ACE Program materials are available online in English and Spanish at www.hpsm.org/member-materials.

- ✓ **Participant Handbook:** Explains your ACE coverage, including healthcare services, prescription medicine benefits and more.
- ✓ **Provider Directory:** A list of ACE providers can be found online at www.hpsm.org/ace-providers.

If you want to get printed materials you can:

- Visit www.hpsm.org/member-materials and complete the Materials Request Form.
- Email MemberServicesSupport@hpsm.org
- Call HPSM Member Services at **1-800-750-4776** (TTY **1-800-735-2929** or dial **7-1-1**)
Monday through Friday from 8:00 a.m. to 6:00 p.m





IMPORTANT CONTACT INFORMATION

Our website: www.hpsm.org/ace

HPSM Member Services

Local: **650-616-2133**

Toll-free: **1-800-750-4776**

Health Promotion Unit

650-616-2165

Nurse Advice Line

1-833-846-8773

San Mateo County
Health Coverage Unit

650-616-2002

TTY for all phone numbers

1-800-735-2929
or dial **7-1-1**



*We have a vision that healthy is for everyone,
and we fight to make that possible for you.*

Founded in 1987, the Health Plan of San Mateo (HPSM) is a local non-profit health care plan that offers health coverage and a provider network to San Mateo County residents. HPSM improves the health of our members through high quality and preventive care.

[hpsm.org](https://www.hpsm.org)