



# **San Mateo County Access and Care for Everyone (ACE) New Member Guide**



801

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

ACE is a locally funded health coverage program managed by the Health Plan of San Mateo (HPSM). The ACE program pays for some services 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](http://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

# INSIDE THIS GUIDE

FOUR STEPS TO A  
HEALTHY START!

Pg **4**

YOUR MEMBER  
ID CARD



Pg **5**

YOUR BENEFITS & SERVICES

- Health care
- Medication
- And more!

Pg **6**

OTHER PROGRAMS AND SERVICES

PAGE

**9**

PARTICIPANT MATERIALS

**10**

IMPORTANT CONTACT INFORMATION

**11**

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](http://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](http://www.hpsm.org/ace-meds) to find a list of covered medicines. If your medicines need prior authorization, call your PCP.

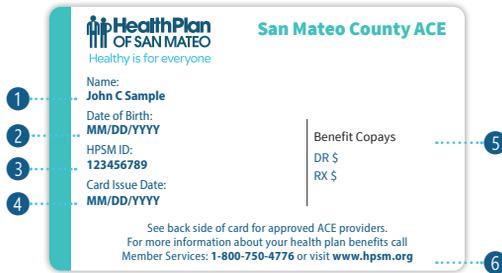
4

**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](http://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](http://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

To join ACE, participants must pay a \$360 **application fee**. Members can either pay it once a year in full or in monthly payments of \$30.

Co-pays are your out-of-pocket expenses for certain benefits. They are usually paid at the time of an appointment. Doctor's appointments co-pays are usually \$15 and prescriptions co-pays are \$7. Some services have much higher co-pays.

The maximum amount of co-pays per benefit year is \$640. If you reach the maximum co-pay, you won't have any more co-pays for the rest of the benefit year.

Keep track of your co-pays so you will know when you have reached this limit.

The participant fee and co-pays can be waived if you don't earn enough money.

Visit [hpsm.org/ace-payments](https://hpsm.org/ace-payments) to learn more about ACE application fees and co-pays.

# 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](http://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](http://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](http://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](mailto:info-hcu@smcgov.org)**

For more information — including hours, enrollment locations and how to apply — visit [www.smchealth.org/health-coverage-0](http://www.smchealth.org/health-coverage-0)



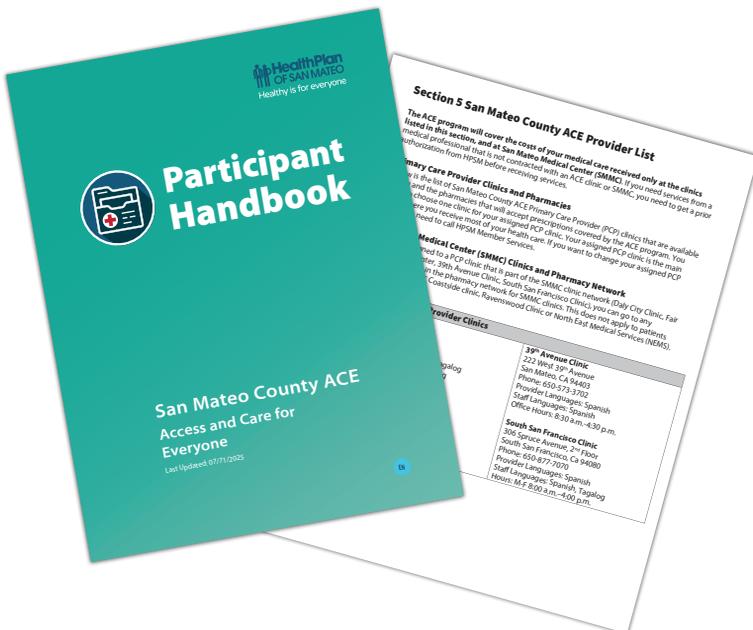
# PARTICIPANT MATERIALS

San Mateo County ACE Program materials are available online in English and Spanish at [www.hpsm.org/member-materials](http://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](http://www.hpsm.org/ace-providers).

## If you want to get printed materials you can:

- Visit [www.hpsm.org/member-materials](http://www.hpsm.org/member-materials) and complete the Materials Request Form.
- Email [MemberServicesSupport@hpsm.org](mailto: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](http://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)