



HPSM Member ID Card and Medi-Cal Benefits Quick-Start Guide



801

Welcome to Health Plan of San Mateo (HPSM)!

When your Medi-Cal coverage was approved, you became an HPSM member. HPSM will help you manage your health care by paying for your health care services, plus:

- Give you access to a large network of doctors and dentists
- Help you find other health care services

This guide will explain some of the benefits and services you get with HPSM. Keep it so that you can always refer to it. To learn more about your benefits, visit www.hpsm.org/medi-cal.

Your HPSM member ID card is attached to the cover of this book. Make sure the information on it is correct and keep it in a secure place.

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How to contact HPSM

Member Services can help answer questions you have.

Please visit us online or give us a call.

Our website: www.hpsm.org/medi-cal

Local: **650-616-2133**

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

TTY: **1-800-735-2929** or **7-1-1**

SIX STEPS TO GET STARTED

Here are some quick tips to help you start using your HPSM Medi-Cal benefits right away.

1

Sign in to the Member Portal. Choose a primary care provider (PCP), update your information, check your immunization records, get a new member ID card and more. www.hpsm.org/member-portal-login

2

Fill out the enclosed Health Information Form and return it within 90 days. This information will help us make sure you get the services you may need.

3

Visit www.hpsm.org/findprovider to choose your PCP within 30 days. A PCP is your most important health partner and can answer questions you have about your health. HPSM will match you with a PCP if you do not choose one yourself.

Taking these simple steps will help you get the most out of being an HPSM Medi-Cal member.

4

Make an appointment with your PCP in the next two months. A health exam is important even if you feel healthy. You can talk about health goals, medicines, treatments, how you are feeling and more.

5

Learn how to get your medications. Visit www.medi-calrx.dhcs.ca.gov/member/drug-lookup/ to make sure your medications are covered. If they are not on the list of drugs, talk to your PCP right away.

6

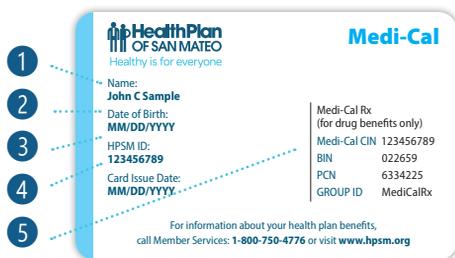
Learn how to get your medical supplies. If you use durable medical equipment (DME), you may need prior authorization. To find out, call your PCP or Member Services.

YOUR MEMBER ID CARDS

Make sure you have these **TWO** ID cards

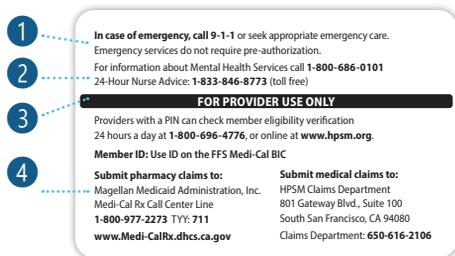
1 **HPSM Medi-Cal ID Card** is proof of your HPSM membership.

FRONT



- 1 Member name
- 2 Date of birth
- 3 Member ID number
- 4 Card issue date
- 5 Information for the Pharmacy

BACK

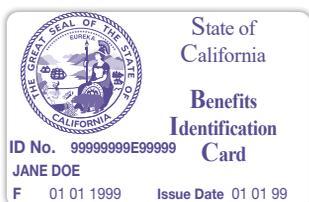


- 1 Emergency instructions
- 2 Mental Health Services phone number
- 3 Nurse Advice Line phone number
- 4 Drug benefits contact info

If you lose your card, you can get a new one by logging in to the member portal at www.hpsm.org/member-portal-login.

2 **Medi-Cal Benefit ID Card (BIC)** is proof of Medi-Cal enrollment. The California Department of Health Care Services (DHCS) will send you your BIC.

MEDI-CAL BENEFIT ID CARD (BIC)



HPSM BENEFITS



Covered services

- Visits with HPSM network providers
- Preventive medical and dental care
- Behavioral health care
- Skilled nursing facility care
- Hospital services and emergency care
- Adult day care through Community Based Adult Services (CBAS)
- Home-based support through the Care Planning & Management Benefit



Prescription drugs

Your drug plan is called “Medi-Cal Rx”. It is managed by the California Department of Health Care Services (DHCS). It covers medications prescribed by your doctor.



1-800-977-2273 (TTY: **1-800-735-2929** or **7-1-1**)



www.medi-calrx.dhcs.ca.gov

HPSM BENEFITS



Costs and copays

Most HPSM providers and pharmacies do not charge HPSM members copays. However:

- Medi-Cal providers and pharmacies may charge a \$1 copay for some services and prescription drugs
- Hospitals can charge a \$5 co-pay for non-emergency care provided at an emergency room.

Ask your provider or pharmacy if they charge copays.

Share-of-cost (SOC) payments

Some Medi-Cal members must pay a monthly fee for their health care expenses. The San Mateo County Human Services Agency decides if you must pay SOC based on your earnings. Call the Health Benefits Information line.

 **1-800-223-8383** (TTY: **1-800-735-2929** or **7-1-1**)



HPSM Dental

HPSM will also manage your dental benefits. Get the most of your benefits by selecting an HPSM network dentist.

 **1-800-750-4776** (TTY: **1-800-735-2929** or **7-1-1**)

 **www.hpsm.org/dental**

HPSM PROGRAMS & SERVICES

Nurse Advice Line

Registered nurses ready **24 hours a day, 7 days a week** to answer questions about your symptoms and tell you if you need to see a doctor right away.

 **1-833-846-8773** (TTY: **1-800-735-2929** or **7-1-1**)

 **www.hpsm.org/member/nurse-advice-line**

Doctor's visits by phone or video

Ask your doctor if they offer telephone or video visits, which are fully covered.

 **www.hpsm.org/member/telemedicine**

Care Coordination program

A Case Manager works with you and your doctors to create a plan for reaching your health goals.

 **650-616-2060** (TTY: **1-800-735-2929** or **7-1-1**)

 **www.hpsm.org/member/care-coordination**

Health Education Unit

Information and support programs for health conditions like diabetes, asthma, pregnancy and more.

 **650-616-2165** (TTY: **1-800-735-2929** or **7-1-1**)

 **www.hpsm.org/healthtips**

HPSM PROGRAMS & SERVICES

Free interpreter services

If your doctor does not speak your language, phone and video interpreter services are available. During your visit, ask your doctor to call an interpreter. In special cases, an interpreter can go to the visit with you.

 www.hpsm.org/member/language-services

Free rides to health care services

Members with no other transportation to doctors' appointments, the pharmacy and other health care services can use HPSM's ride benefit. To schedule a ride call American Logistics Company (ALC) Monday to Friday at least two (2) business days before your appointment. For urgent appointments, call as soon as you can.

 **1-844-856-4389** (TTY: **1-800-735-2929** or **7-1-1**)

 www.hpsm.org/ride-benefit

Mild to moderate behavioral health

HPSM covers outpatient services such as psychotherapy, psychological testing and medication monitoring. For help getting mental health services provided by HPSM, call the San Mateo County Behavioral Health and Recovery Services (BHRS) ACCESS call center.

 **1-800-686-0101** (TTY: **1-800-735-2929** or **7-1-1**)

IMPORTANT MEMBER INFORMATION

More details on these topics can be found in the Medi-Cal Member Handbook/Evidence of Coverage (EOC) at www.hpsm.org/medi-cal-manuals.

Benefit restrictions: Health care services provided to HPSM members (including those obtained outside of HPSM's service area) are subject to terms, conditions, exclusions and limitations. These are listed in the Medi-Cal Evidence of Coverage (EOC).

 www.hpsm.org/medi-cal-manuals

Care from a specialist: If you need to see a specialist, your PCP will work with you to choose one, give you a referral and help you set up an appointment.

Filing complaints or appeals: If you are not satisfied with your medical care, the service provided by HPSM or your provider's office, you can file a complaint or appeal. HPSM will resolve your complaint within 30 days after you file.

 www.hpsm.org/member/file-a-complaint

Hospital care: In an emergency, call **9-1-1** or go to the nearest hospital. If you need hospital care and it is not an emergency, your PCP will get you pre-approval and decide which hospital you should go to. You must go to a hospital in the HPSM network.

 www.hpsm.org/find-a-provider

IMPORTANT MEMBER INFORMATION

New technology coverage: Requests for new technologies and experimental treatments are reviewed by HPSM. Approval may be given if you have a life threatening or seriously debilitating condition for which standard treatment has not worked, is not appropriate or is not covered by Medi-Cal. To request coverage, talk to your doctor. Details are in the Medi-Cal Member Handbook.

 www.hpsm.org/medi-cal-manuals

Submitting claims for covered services: If you get a bill for a covered service, do not pay it. If you have already paid, call Member Services to find out how to get your money back. See page 3 for contact information.

 www.hspm.org/member-claims

Service outside of California: For emergency health care while traveling, you may be able to see an out-of-network provider at no cost. To get authorization, call your PCP or Member Services right away.

 www.hpsm.org/MC-service-area

Service outside of HPSM's business hours: Member Services is available by phone Monday through Friday from 8 a.m. to 6 p.m. See page 3 for contact information. After hours, you can still call HPSM or your PCP. For emergencies, call **9-1-1** or go to the nearest emergency room. If you are not sure if it is an emergency, call the Nurse Advice Line at **1-833-846-8773** (TTY: **1-800-735-2929** or **7-1-1**).

YOUR FIRST HEALTH VISIT

What happens at my first health visit?

At your first health visit, your PCP will give you a check-up. They may ask questions about your health and give you information to help you stay healthy. You can also ask your PCP any questions you have about your health at this visit. The first health visit helps your PCP get you the care, medications and vaccines you need to be healthy.

When should I go to my first health visit?

If you are a new member, make your first health visit within the first 120 days of joining HPSM. This will help you make the most of your HPSM membership.

How often should I see my PCP after my first health visit?

After your first visit, be sure to see your PCP at least once a year. Even if you feel healthy, it is important to get regular check-ups to make sure.

How much does the first health visit cost?

You get all health visits with your PCP at no cost. This includes your first health visit.

Learn more about getting prepared
for your first health visit at
www.hpsm.org/first-visit

OTHER PROGRAMS & SERVICES

Offered by San Mateo County Health

Mental health and substance use

Higher levels of care that require specialty mental health services (SMHS) are covered by San Mateo County Behavioral Health and Recovery Services (BHRS). Call for information about mental health providers and other mental health services.

You can also talk to your PCP about mental health and substance use issues. They will work with BHRS to get you help. Substance use treatment services are also available through BHRS.

 **1-800-686-0101 (TTY: 1-800-943-2833)**

 **www.smchealth.org/bhrs**

In-Home Supportive Services (IHSS)

Covered by San Mateo County Aging and Adult Services. IHSS helps older adults and people with disabilities with activities like bathing, dressing and housework.

 **1-800-675-8437 (TTY: 1-800-735-2929 or 7-1-1)**

 **www.smchealth.org/home-supportive-services**

DON'T LOSE YOUR MEDI-CAL

If you receive a Medi-Cal renewal packet, be sure to fill it out and send it in as soon as possible. Send it in even if you haven't filled out the whole form.

Keep your information current



For Medi-Cal through the Human Services Agency (HSA), call 1-800-223-8383

(TTY: 1-800-735-2929 or 7-1-1) when you:

- Need a new Medi-Cal Benefit ID Card (BIC)
- Change your name, address, phone number or size of your family
- Have changes in the size of your family
- Get new health care coverage
- Receive a notice to submit a renewal application

For Medi-Cal members who receive Supplemental Security Income (SSI) benefits through the Social Security Administration (SSA), call 1-800-772-1213 (TTY: 1-800-735-2929 or 7-1-1) to change your address or phone number.

MEMBER INFORMING MATERIALS

Member materials are available online at www.hpsm.org/medi-cal-manuals. Printed materials can be requested by completing the form on the next page, cutting it out and returning it in the enclosed envelope.

- ✓ **The Member Handbook** explains covered benefits and services. It also explains your rights and responsibilities. Email CustomerSupport@hpsm.org to request a print copy.
- ✓ **The Provider Directory** lists all HPSM network providers that accept Medi-Cal, including dentists, doctors, specialists and pharmacies. To find a provider near you, visit at www.hpsm.org/directory-search (updated weekly) or call Member Services. Email providerdirectoryrequests@hpsm.org for a print copy.
- ✓ **The Formulary** is a list of all covered drugs. To find out if a drug is in the Formulary, search online (updated monthly) at www.hpsm.org/drug-search or call Member Services. Email Formularyrequests@hpsm.org for a print copy.

If you have questions about any of the member materials listed above, contact Member Services Monday through Friday 8:00 a.m. to 6:00 p.m. at **650-616-2133** or toll free at **1-800-750-4776** (TTY: **1-800-735-2929** or **7-1-1**)

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HP HealthPlan
OF SAN MATEO
Healthy is for everyone

www.hpsm.org

IMPORTANT CONTACT INFORMATION

Our website: www.hpsm.org/medi-cal

Member Services

- Local: **650-616-2133**
- Toll-free: **1-800-750-4776**

Care Management **650-616-2060**

Health Education Unit **650-616-2165**

Nurse Advice Line **1-833-846-8773**

Behavioral Health **1-800-686-0101**

Ride Services **1-844-856-4389**

Other contact information

Human Services Agency **1-800-223-8383**

Behavioral Health Recovery Services **1-800-686-0101**

Aging and Adult Services **1-800-675-8437**

Social Security Administration **1-800-772-1213**

TTY for all services

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



Healthy is for everyone

801 GATEWAY BOULEVARD SUITE 100
SOUTH SAN FRANCISCO CA 94080



*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.

www.hpsm.org