

August 29, 2025

Dear Members,

There have been recent reports that the federal Centers for Medicare & Medicaid Services (CMS) may have disclosed some Medi-Cal member information to immigration authorities, including the Department of Homeland Security. We are reaching out to provide clear information and reassure you about your healthcare benefits.

Your privacy and healthcare are important to us

At HPSM, protecting your personal information is one of our top priorities. We want you to know:

HPSM and your providers have not shared your personal information with immigration authorities.

Every month, in compliance with federal law, the California Department of Health Care Services (DHCS) sends certain Medi-Cal member information to CMS. This is a normal part of how Medi-Cal works. The information DHCS sends to CMS includes your name, address, date of birth, Medi-Cal ID and Social Security number (if you provided one).

Your benefits and eligibility remain the same

We want to reassure you that there are no changes to your Medi-Cal eligibility or benefits as of now.

Your healthcare services

We encourage you to see your doctor, fill your prescriptions and use the health services you and your family need. We also offer virtual care options that let you get care from home or another safe place. To learn more about virtual care options, please see

www.hpsm.org/member/telemedicine or call us at **1-866-750-4776** (toll-free) or **650-616-2133** (TTY: **1-800-735-2929** or dial **7-1-1**). Call Center hours are Monday through Friday, 8:00 a.m. to 6:00 p.m.

Your Medi-Cal prescription medicine coverage also includes mail-order pharmacy services for your convenience. To learn more about Medi-Cal Rx prescription medicine coverage and pharmacies that take Medi-Cal, go to **medi-calrx.dhcs.ca.gov**. Or you can call the Medi-Cal Rx Customer Service Center at **1-800-977-2273** or (TTY: dial **7-1-1**). Have your Medi-Cal Benefits Identification Card (BIC) number ready when you call.

We're here for you

We understand that news like this can be worrying. Please remember that HPSM is here to support you. If you have questions or need more information, you can visit our website or call our Member Services team. We also encourage you to check out the DHCS website for helpful resources and answers to frequently asked questions at **www.dhcs.ca.gov/keep-your-Medi-Cal/Pages/Medi-Cal-Immigrant-Eligibility-FAQs.aspx**.

At HPSM, we believe everyone deserves high-quality, affordable healthcare. We are committed to protecting your privacy and supporting you every step of the way.

With care and respect,

Health Plan of San Mateo