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## Upcoming Changes to HPSM's HomeAdvantage Program

Dear providers,

The Health Plan of San Mateo's (HPSM's) HomeAdvantage program, which offers home-based medical care to complement primary care services, serves over 1,000 of our members with multiple chronic conditions. Services for this program are currently provided by Landmark Health. In the coming months, HPSM will be introducing a new provider to our network, Upward Health, and will be transitioning all HPSM HomeAdvantage members to this new provider.

In the coming months, primary care providers (PCPs) who care for members enrolled in HomeAdvantage will be receiving more detailed information about this transition and which members it will impact. In the meantime, we are sharing answers to some questions you may have about this change in our program.

### **What is the HomeAdvantage program?**

HomeAdvantage provides home-based medical care to complement primary care services, at no cost, to select members of our CareAdvantage program. Through HomeAdvantage, care teams comprised of doctors, nurses and other specialists make scheduled "house calls" to members' homes for check-ups and treatment. They then coordinate with primary care and other providers on the care team to exchange clinical notes, consult and seek PCP approval for treatment or medication changes. Team members are also available 24/7 by phone and can make unscheduled "house calls" in emergencies. Visit [www.hpsm.org/homeadvantage](http://www.hpsm.org/homeadvantage) to learn more.

### **What's changing, and why?**

The HomeAdvantage program is not going away. Rather, the provider group who delivers these services will be changing from Landmark Health to Upward Health.

HPSM has partnered closely with Landmark since 2016 on the HomeAdvantage program, and this provider group has delivered excellent service to our members.

As part of our standard governance processes, HPSM renegotiates program contracts at a minimum of every five years. Through our standard processes we launched a request for proposal (RFP) to allow providers, including Landmark, to submit plans for supporting this program. An important selection criterion in this process was the provider's ability to integrate HomeAdvantage services with expanded social support services through the launch of CalAIM.

Our RFP selection committee was comprised of stakeholders and leadership from across HPSM. This committee considered financial, operational, and quality criteria, and identified the provider Upward Health as the best fit for our community's needs as we launch CalAIM in 2022.

### **When will member transitions to the new provider start?**

Landmark will continue to provide HomeAdvantage services through February 28th, 2022. Member transitions to Upward Health will begin for some members starting in December 2021 and will continue through February 2022. PCPs who have members eligible for HomeAdvantage assigned to them will be receiving additional detail closer to the date of these transitions.

### **What information will my patients be receiving about this change?**

Members who currently receive HomeAdvantage services from Landmark are receiving mailed notices regarding this change in November. They will be receiving additional outreach from their new Upward Health provider to transition their care and records, prior to February 28th, 2022.

### **When will I learn more about Upward Health?**

Stay tuned in the coming months for more notifications from HPSM, and don't forget to check out our HEALTHMatters MD Provider Newsletter!

### **How can I request records from Landmark Health for my assigned patients who have been receiving HomeAdvantage services?**

Please contact HPSM's Integrated Care Management at [CareCoordinationRequests@hpsm.org](mailto:CareCoordinationRequests@hpsm.org).

### **Which of my assigned members are in the HomeAdvantage program today?**

PCPs can find out if your patients may be eligible for HomeAdvantage by logging in to HPSM's eReports portal and viewing your Active Engagement Report at [www.hpsm.org/ereports-portal](http://www.hpsm.org/ereports-portal).

### **Who do I contact with questions?**

Reach out to [PSInquiries@HPSM.org](mailto:PSInquiries@HPSM.org) with questions.

### **How do I refer members to the HomeAdvantage program?**

HPSM CareAdvantage members with multiple chronic conditions may be eligible for this program. Additionally, all HPSM members who would benefit from a home visiting medical provider because of increased mobility challenges may be eligible as well. Use this referral form to refer members you believe may be eligible for this program.

Thank you for your continued commitment to our community,  
The Health Plan of San Mateo