

September 15, 2025

## Learn About the Community Advisory Committee (CAC)

Dear providers,

This informational notification summarizes Department of Health Care Services (DHCS) CAC requirements from All Plan Letter (APL) 25-009 for MCPs. The APL provides the Health Plan of San Mateo (HPSM) with information and guidance to implement, maintain, and maximize member, family and community engagement through the CAC. As part of meeting these requirements, HPSM has established its own CAC structure and processes, which are described below.

The purpose of a CAC is to serve as a vital link between HPSM and our members. The CAC provides valuable feedback, advice, and recommendations to help HPSM improve our services, with a focus on quality of care, health equity, population health, and cultural competency. Listed below are some of the key highlights of HPSM's CAC:

- **CAC Selection Committee:** HPSM, in consultation with its Chief Health Officer, convenes a selection committee tasked with selecting the members of the CAC. The selection committee is made up of a wide range of people, including healthcare professionals, community leaders from local organizations, HPSM leaders, and representatives from San Mateo County.
- **CAC Membership:** CAC membership should be made up of mostly HPSM Members and represent the general population in San Mateo County, including but not limited to children, adolescents, and their parents/caregivers (including current and/or former foster youth), people who receive long-term support services (LTSS), and Indian Health Care Providers (IHCPs).
- **Recruitment:** HPSM is actively recruiting members to serve on the CAC. We encourage providers to share this opportunity with eligible members who may be interested in shaping how HPSM delivers care and services. More information, including how to apply, is available on our website: <https://www.hpsm.org/about-us/governance/committees/consumer-advisory-committee>
- **Quarterly Meetings:** HPSM holds quarterly CAC meetings which are in person and open to the public. HPSM posts the CAC meeting information publicly on its website 30 calendar days prior to

the meeting and in no event later than 72 hours prior to the meeting. HPSM members on the committee receive lunch and a stipend for their attendance.

More information on HPSM's CAC is available here: <https://www.hpsm.org/about-us/governance/committees/consumer-advisory-committee>

For the full APL:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202025/APL25-009.pdf>

Please direct questions to HPSM Provider Services at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you,

The Health Plan of San Mateo