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www.hpsm.org

July 29, 2021

New HPSM member ID cards

Dear provider,

On July 1st, 2021, the Health Plan of San Mateo (HPSM) introduced new ID cards for Medi-Cal, HealthWorx and ACE members. These will be sent to new members and members who request replacement cards. Members can use either the old or new cards to receive services.

Please see the second page of this notification for examples of the new ID cards. The main difference is that the old ID cards listed the name of the member's PCP and the new cards do not.

Medi-Cal and HealthWorx members can find out who their PCP is by logging in to the member portal or calling Member Services. ACE members just need to call Member Services. CareAdvantage members will continue to have their PCP's name listed on their ID cards.

Please direct any questions or concerns to HPSM's Provider Services department at PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo

Old ID cards

Medi-Cal

HealthPlan OF SAN MATEO
Healthy is for everyone

Member

DOB

Assigned to PCP as of

Group Plan (80840)
7740 283 982

PCP

Medi-Cal ID

HPSM Member as of

Medicare

HPSM Member Services: 1-800-750-4776

Medi-Cal
www.hpsm.org

HealthWorx

HealthPlan OF SAN MATEO
Healthy is for everyone

Member

DOB

Assigned to PCP as of

Group Plan (80840)
7740 283 982

PCP

HealthWorx HMO ID

HPSM Member as of

HPSM Member Services: 1-800-750-4776

HealthWorx HMO
www.hpsm.org

ACE

HealthPlan OF SAN MATEO
Healthy is for everyone

Member

DOB

Assigned to PCP as of

Group Plan (80840)
7740 283 982

PCP

ACE ID

HPSM Member as of

DR\$

RX\$

HPSM Member Services: 1-800-750-4776. Services are limited to the San Mateo Medical Center (SMC) hospital and clinic system, Ravenswood or NEMS, except with prior authorization. Emergency services are only covered at SMMC.

San Mateo County ACE
www.hpsm.org

New ID cards

HealthPlan OF SAN MATEO
Healthy is for everyone

Name: **John C Sample**

Date of Birth: **MM/DD/YYYY**

HPSM ID: **123456789**

Card Issue Date: **MM/DD/YYYY**

For information about your health plan benefits, call Member Services: **1-800-750-4776** or visit **www.hpsm.org**

Medi-Cal

HealthPlan OF SAN MATEO
Healthy is for everyone

Name: **John C Sample**

Date of Birth: **MM/DD/YYYY**

HPSM ID: **123456789**

Card Issue Date: **MM/DD/YYYY**

For more information about your health plan benefits, call Member Services: **1-800-750-4776** or visit **www.hpsm.org**

HealthWorx HMO

HealthPlan OF SAN MATEO
Healthy is for everyone

Name: **John C Sample**

Date of Birth: **MM/DD/YYYY**

HPSM ID: **123456789**

Card Issue Date: **MM/DD/YYYY**

Benefit Copays

DR \$

RX \$

See back side of card for approved ACE providers.
For more information about your health plan benefits, call Member Services: **1-800-750-4776** or visit **www.hpsm.org**

San Mateo County ACE