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Reminder: Member Care Plans Are Faxed to PCP On File

Dear primary care provider,

Thank you for all you do to manage the health of the Health Plan of San Mateo (HPSM) members. We've recently received questions about the care plans that you receive from HPSM for members who are assigned to you.

Why are care plans shared with me? Sharing care plans is an important part of how our clinical and care management teams keep you informed of important health information regarding your assigned members. As a managed Medi-Cal health plan, HPSM is required to fax care plans to the primary care physician (PCP) on file. You may receive care plans about any assigned member, including members who may not have had an appointment at your clinic recently.

What if I'm looking for more information about my assigned members? Make sure to familiarize yourself with the many reports HPSM provides in eReports. These include information about your assigned members, including care gaps for those members. Sign up for eReports at www.hpsm.org/provider/portal and learn about how HPSM provides pay for performance incentives for closing care gaps here: www.hpsm.org/provider/value-based-payment

I'm receiving care plans to the wrong fax number, or I'm not receiving them. How do I fix this? Please update your contact information online at providers.hpsm.org/ChangeRequestProvider/. Changes submitted through this form will be reflected in HPSM's records within 30 days, often much sooner.

How can I learn more about data sharing and care coordination with HPSM, as an in-network provider? Learn more about HPSM's Integrated Care Management team in Section 7 of our Provider Manual, online here: www.hpsm.org/provider/resources/manual/utilization-management#a9

If you would like to dive deeper into contractual language, you'll also find information in 4.18 of your PCP contract, which outlines your right to request utilization data from HPSM about your assigned members, and HPSM's obligation to provide utilization data to you as the PCP to support member care coordination. You can also email PSInquiries@hpsm.org.

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

2/4/2022