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May 11, 2022

[UPDATED] Interdisciplinary Care Team Invites And Member Care Plans Faxed To Primary Care Physician On File

Thank you for all you do for the Health Plan of San Mateo (HPSM) members. We've received questions about Interdisciplinary Care Team (ICT) Meeting invites and member care plans that you may receive for members.

Why did I receive an invite to an ICT Meeting?

You may receive an ICT invite for an assigned member, including members who may not have had an appointment at your clinic. You have an option to attend the ICT meeting by contacting us at 650-616-2060 within 72 hours of receiving the invite or you may fax your concerns to HPSM at 650-829-2047.

Here is an example of what an ICT meeting invite looks like:

Health Plan OF SAN MATEO 801 Gateway Blvd., Suite 100 | South San Francisco, CA 94080

Date: _____ From: _____

Consent: _____ Department: _____

Fax Number: _____ Sender's Fax Number: _____

Phone Number: _____ Sender's Phone Number: _____

Re: _____

Total number of pages including cover:
The interdisciplinary care plan is developed with member input through a health risk assessment survey and needs identified through care management and other Health Plan of San Mateo programs.

Assigned Member(s), will have an upcoming ICT meeting within the next 30 days.

You have an option to participate in the telephonic interdisciplinary team (ICT) meeting with the Case Manager and Member. Please contact us to verify your participation on the aforementioned date and time at 650-616-2060.

If you are unable to attend, you may submit in writing any healthcare concerns that you would like included in the member's care plan. Please fax your concerns to the Health Plan of San Mateo at 650-829-2047. The Case Manager may discuss your written concerns during the ICT meeting.

To be included in the telephonic ICT meeting, please contact us or fax your concerns within 72 hours.

the healthy light. At HPSM, we fight every day, in every way, to bring a better quality of life to the families and physicians in our community.

CONFIDENTIALITY STATEMENT
This message, including any attachments, is intended for the sole use of the individual(s) or entity(ies) to which it is addressed, and may contain information that is proprietary, confidential, and/or exempt from disclosure under applicable laws. If you are not the intended recipient, the contents are not to be disclosed, disseminated, or otherwise used for any purpose, and you are notified that any such disclosure, copying, distribution, or other unauthorized use on the basis of this communication is strictly prohibited. If you have not received this message in error, please notify the sender and destroy this message at any convenient time. Thank you for your cooperation.

Please remember to notify us if your fax number or email address changes in the future.

Effective January 2016.

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.

Here is an example of a member care plan:

Health Plan OF SAN MATEO

Provider Care Plan Summary

Member Name: [REDACTED]	Care Manager: [REDACTED]
Member ID: [REDACTED]	Provider: [REDACTED]
Member DOB: [REDACTED]	
Diagnoses: No diagnosis listed	

Care Plan Summary

Problem Plan of Care	Priority	Start Date	Current Status
HPSM has been unable to identify your health concerns.	Standard	10/29/2019	In Progress
Goal - To include you in your care plan to meet your needs.	Standard	10/29/2019	Active
Intervention - Call HPSM Care Coordination line 650-616-2060 for health care benefits information.	High	01/28/2022	In Progress
Intervention - Call your primary care provider to address your health concerns.	Standard	01/28/2022	In Progress
Problem Plan of Care	Priority	Start Date	Current Status
Lack of information on available resources.		04/01/2021	
Goal - Be informed of community resources, including In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), and Community-Based Adult Services (CBAS).		04/01/2021	
Intervention - Encourage member to call Aging and Adult Services TDD line (800) 675-8437 or 2-1-1 for community resources information.		04/01/2021	In Progress

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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

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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. To make referrals for Complex Case Management, go here: www.hpsm.org/provider/care-coordination

For more information, you can call 650-616-2060 or email CareCoordinationRequests@hpsm.org. You can also email PSInquiries@hpsm.org.

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