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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:

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:

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www.karenw.com

Date:	
To:	
From:	
Company:	Department:
Fax Number:	Sender's Fax Number:
Phone Number:	Sender's Phone Number:
Re:	

Total number of pages including cover:

The multidisciplinary care plan is developed with member input through a health risk assessment survey and medical needs through care management and other Health Plan of San Mateo programs.

Health Plan of San Mateo, will have an upcoming IGT meeting within the next 30 days.

You are invited to participate in the telephone interdisciplinary team (IGT) meeting with the Health Plan of San Mateo as Member. Please contact us to verify your participation on the aforementioned date and time at 656-8169-2060. The Case Manager may discuss your winter concerns during the IGT meeting.

If you are unable to attend, you may submit any new 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 656-8169-2060. The Case Manager may discuss your winter concerns during the IGT meeting.

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

the healthy fight.

**As HPM, WE FIGHT EVERY DAY, IN EVERY WAY,
TO RAISE A BETTER QUALITY OF LIFE TO THE
FAMILY AND PHYSICIAN IN OUR COMMUNITY.**

CONFIDENTIALITY STATEMENT

This message, including any attachments hereto, is intended for the use of the individual or entity to whom it is addressed, and may contain attorney-client privileged, confidential, and/or exempt from disclosure under applicable law. If you are not the intended recipient, please do not read, copy, forward, or distribute this message. If you received this message in error, please delete, notify the sender, and return this message and any documents attached immediately. Help us keep our organization

Please remember to update your name or email address changes in the future

Effective: January 2016

Provider Care Plan Summary			
Member Name: [REDACTED]	Case Manager: [REDACTED]	Provider: SHU LEE	
Member ID: [REDACTED]			
Member DOB: [REDACTED]			
Diagnoses: No Diagnoses listed			
Care Plan Summary			
Problem Plan of Care	Priority	Start Date	Current Status
HPSM has been unable to identify your health concerns.	Standard	10/27/2010	In Progress
Goal- To include you in your care plan to meet your needs.	Standard	10/29/2010	Active
Intervention- Call HPSM care coordination unit 858-616-2060 for health care benefit information.	High	01/26/2012	In Progress
Intervention- Call your primary care provider to address your health concerns.	Standard	01/26/2012	In Progress
Problem Plan of Care	Priority	Start Date	Current Status
Lack of information on available resources	Standard	04/01/2021	
Goal- Be informed of community resources, including In-Home Supportive Services, Home Health Care, Medical Services Program (MSP), and Community-Based Adult Services (CBAS).	Standard	04/01/2021	
Intervention- Encourage member to call Aging and Adult Services TES Line (800) 675-8457 or 2-1-1 for community resources information.	Standard	04/01/2021	In Progress

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