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Checking Member Eligibility In HPSM’s Provider Portal

The Health Plan of San Mateo (HPSM) is always looking for new ways to better support our provider network with online tools. Many providers have shared that having multiple log ins to HPSM systems can be frustrating, and we are excited to announce that we have upgraded our portal to now check member eligibility in the same place you check your claims and authorization status.

In the coming months we will be retiring the Health Plan of San Mateo’s (HPSM’s) legacy portal which many providers are accustomed to using to verify member eligibility. Our HealthTrio portal, which many providers already use to check claims payment status or authorization requests, can now be used to determine member eligibility effective immediately.

Log in here: <https://www.hpsm.org/provider-portal-login>

Register here: <https://hpsm.healthtrioconnect.com/register/nonmember/userinfo/UserInformation>

This change has been made possible through the addition of member Medi-Cal Aid Code information to the HealthTrio portal. When checking a member’s eligibility, the code, description, and dates are available in the search results and in the member’s Benefit Plan Information.

Eligibility Search Results

care ID	Primary Care Provider	Product	California Aid Code	California Aid Code Description	California Aid Code Effective Date
[REDACTED]	[REDACTED]	Medi-Cal	M1	Adult Expansion	2021-08-01 00:00:00.0
[REDACTED]	[REDACTED]	Medi-Cal	1H	Aged	2022-05-01 00:00:00.0
[REDACTED]	[REDACTED]	San Mateo County ACE	CQ	ACE COUNTY FEE WAIVER	2015-05-01 00:00:00.0
[REDACTED]	[REDACTED]	Medi-Cal	M5	OTLIC	2017-01-01 00:00:00.0

** California Aid Codes are the designation used to determine how members qualify for Medi-Cal and the types of services that a member is eligible for.*

Please contact HPSM’s Provider Services department at PSInquiries@hpsm.org with any questions.

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

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