

January 9, 2023

Pharmacies: Effective 1/1/2023 CareAdvantage D-SNP Members Will Have Two Prescription Insurances

Starting January 1, 2023, the Health Plan of San Mateo (HPSM) members covered by the CareAdvantage Dual Eligible Special Needs Plan (D-SNP) will have two separate prescription insurances: one for Medicare coverage and another for Medi-Cal coverage. This is a change from 2022 in how medications are covered.

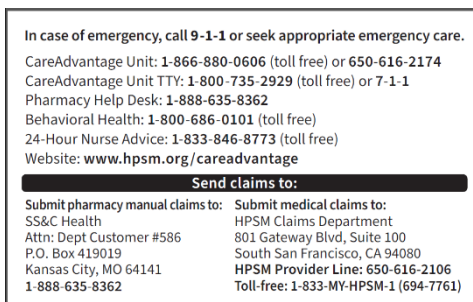
CareAdvantage is San Mateo County's only locally based Medicare Advantage Plan for residents with Medi-Cal and Medicare. CareAdvantage covers most prescription drugs using the Medicare benefit, which is managed by HPSM. Some over the counter (OTC) products, however, will now be covered through the Medi-Cal drug benefit, also known as Medi-Cal Rx. These patients will need two cards (see below). Once obtained, please keep both cards on file for use:

HPSM CareAdvantage D-SNP ID card (for the Medicare benefit)

Front:



Back:



Medi-Cal Rx Fee-for-service (FFS) ID card (for the Medi-Cal benefit)

Front:



Which insurance should I use to process prescription claims? Generally, prescription-only products will be covered through Medicare while over the counter products will be covered through Medi-Cal. However, if one insurance does not provide coverage for a given product, please note that it may be covered by the other insurance.

How do I bill HPSM? Pharmacies should use the following information to bill prescriptions to HPSM:

Member ID	BIN	PCN	Group ID
HPSM Member ID#	012353	06850000	Must be left blank

How do I bill Medi-Cal Rx? Pharmacies are required to use this information to bill prescriptions to Medi-Cal Rx:

Member ID	BIN	PCN	Group ID
9-digit CIN (first 9 characters of ID) or the full 14-character BIC.	022659	6334225	MediCalRx

How do I get the member's Medi-Cal ID number? If you have trouble obtaining the member's Medi-Cal ID number, please contact either HPSM or Medi-Cal Rx and we can assist in providing the member's 9-digit CIN.

How do I contact HPSM? For more information on HPSM CareAdvantage D-SNP, please contact HPSM Pharmacy Services. You can contact HPSM Pharmacy Services at pharmacyservices@hpsm.org or call **650-616-2088**, Monday through Friday, 8AM to 5PM.

How do I contact Medi-Cal Rx? Medi-Cal Rx Toll Free number **1-800-977-2273**, press option 2 for pharmacies. Please note: NPI numbers will be required to navigate through Magellan's phone tree.

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