

November 8, 2023

## Continuity of Care for Members Transitioning from Medi-Cal Fee-for-Service

Dear providers,

Members who mandatorily transition from Medi-Cal Fee-For-Service to the Health Plan of San Mateo (HPSM) on or after January 1, 2023 have a right to request continuity of care (COC) with providers they were previously seeing. **Members can request continuity of care with a provider for up to 12 months or for the duration of certain conditions if they have a verifiable pre-existing relationship with the provider.**

### These conditions and their time limits for COC include:

- **Acute:** For the duration of the condition.
- **Serious Chronic:** For the complete course of treatment and safe transfer to another provider.
- **Pregnancy and Postpartum Care:** For the duration of the pregnancy and immediate postpartum period of 12 months.
- **Terminal Illness:** For the duration of the terminal illness. This may exceed 12 months.
- **Care of a Newborn Child between Birth and Age 36 Months:** Must not exceed 12 months.
- **Surgery or other procedure authorized by HPSM as part of a course of treatment that has been recommended and documented:** Must occur within 180 days.

For more information, please refer to the APL: <https://bit.ly/APL23-022>

Please direct questions to HPSM Provider Services at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you for your continued commitment to our community,

The Health Plan of San Mateo