

November 27, 2023

## Help Connect Your Patients to HPSM's Care Management Programs

### **The Health Plan of San Mateo (HPSM) offers care management for HPSM members at no-cost.**

Providers, members, family members, or authorized representatives can learn more or start the enrollment process by calling **650-616-2060** Monday through Friday, 8:00 AM to 5:00 PM.

Once a member is enrolled, their HPSM Care Manager will connect with them by phone to:

- Help address problems that keep them from meeting their health goals.
- Educate them about managing their health issues and good self-care.
- Connect them with resources and programs that can help.
- Encourage them to follow their treatment plan and complete necessary health assessments.
- Support them and their family when they are faced with complex medical conditions or critical events.

The Care Manager talks with primary care providers (PCPs) and their patient's other health care providers to get ideas and input on the patient's care. PCPs and their patients can choose whether to make any of the Care Manager's suggestions part of their treatment plan. For certain members, we fax a copy of the member's care plan to the PCP for their review and feedback. We may also invite the PCP to an interdisciplinary care team (ICT) meeting to discuss the care plan and/or their care goals for their patient. Non-PCP providers can also ask to attend their patient's ICT meeting.

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