

November 28, 2023

## Three Reminders for HPSM Providers

Dear providers, here are three helpful reminders to better support you and your patients:

### 1. Formulary

Providers can visit our online formulary to look up specific medications, find copayment requirements, or learn about quantity limits, step therapy requirements, generic substitution, or other restrictions and limitations that apply to certain drugs:

<https://www.hpsm.org/provider/formulary-search>. Notices of formulary changes can also be found there. The formulary is updated monthly or more frequently as needed.

### Ordering a printed formulary:

If you would like a formulary mailed to you, either email or call HPSM:

#### By Email

Email [formularyrequests@hpsm.org](mailto:formularyrequests@hpsm.org) and send the following information:

- Your first and last name
- Daytime phone number (in case we need to call you about your request)
- Mailing address
- Which program's formulary you are requesting (ACE, CareAdvantage D-SNP, HealthWorx HMO, or Medi-Cal)

#### By Phone

*Medi-Cal, HealthWorx HMO, and ACE*

**1-800-750-4776 or 650-616-2133**

*CareAdvantage CMC*

**1-866-880-0606 or 650-616-2174**

## **2. Member Rights and Responsibilities**

HPSM members have rights and responsibilities which are explained in section two of our Provider Manual: <https://www.hpsm.org/provider/resources/provider-manual>.

You can also request a hard copy by calling **1-800-750-4776**.

## **3. Contacting Our UM Team**

Our UM staff are available by telephone between 8AM and 5PM, Monday through Friday by calling our inpatient line: **650-616-2828** and outpatient line: **650-616-2070**.

After-hours requests for expedited review will be reviewed by the on-call clinical manager.

Communications received after business hours are returned on the next business day.  
Communications received after midnight on Monday-Friday are responded to on the same business day.

HPSM can also accept toll-free calls by calling **1-800-750-4776**.

Providers can always find this information in the Provider Manual on our website:  
<https://www.hpsm.org/provider/resources/provider-manual>

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