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March 7, 2024

San Mateo Patients Transitioning from ACE to Medi-Cal

Dear provider,

Effective January 1, 2024, Access and Care for Everyone (ACE) members will transition to full-scope Medi-Cal. This is the result of expanded eligibility to individuals between 26-49 years of age who previously were not eligible for other state and federal insurance programs.

These members, new to our network, may have a primary care provider (PCP) who is out-of-network, but the Health Plan of San Mateo (HPSM) will support impacted members in maintaining their existing PCP assignments to minimize disruptions in service.

Network providers like you may soon receive new members assigned because of this change.

For members who maintain their out-of-network PCP assignment, HPSM will coordinate between those PCPs, specialists, and other county uninsured programs and public health care systems. This coordination will be done in compliance with HIPAA and other requirements outlined in the Department of Health Care Services (DHCS) All Plan Letter (APL) 23-031.

For additional information regarding the ACE Transition, please see APL 23-031 here:

<https://www.dhcs.ca.gov/Documents/MCQMD/APL-23-031-Adult-Expansion.pdf>

Please direct questions to PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo