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December 4, 2024

## Coordinating Emergency Department Follow-Ups for Medi-Cal Members

Dear providers,

The Health Plan of San Mateo (HPSM) is reaching out to inform you of a new initiative to align with HPSM’s Healthcare Effectiveness Data and Information Set (HEDIS) measures. HEDIS measures are designed to ensure that health plans provide high-quality and effective care. This new initiative seeks to streamline post-emergency department visit follow-up for our Medi-Cal members to ensure continuity of care.

**Starting December 16, 2024, HPSM will notify you via fax whenever one of your assigned members have visited the Emergency Department. To update your fax information with us please fill out the following form: <https://providers.hpsm.org/ChangeRequestProvider/>**

 <p>Healthy is for everyone</p>	<p>801 Gateway Boulevard, Suite 100 South San Francisco, CA 94080 tel 650.616.0050 fax 650.616.0060 tty 800.735.2929 or dial 7-1-1 <a href="http://www.hpsm.org">www.hpsm.org</a></p>
<p>Provider Name Provider Street Address Provider City, CA, Zip Code HPSM Provider Notice Date:</p>	
<p>To: Provider <b>Subject: Emergency Department Visit Notification</b></p>	
<p>Member Name: Date of Birth:</p>	
<p>Member ID: Dear Provider Name,</p>	
<p>This Health Plan of San Mateo (HPSM) member was seen in the Emergency Department of &lt;Facility Name&gt;, on &lt;admit date mm/dd/yyyy&gt;. You are receiving this notification because you have been identified as this member’s Provider. It is the goal of HPSM to improve timely aftercare for members following an emergency visit.</p>	
<p><b>Please schedule a follow-up visit with this member within the next 7 days.</b></p>	
<p>If you have any questions about this notice, please contact HPSM’s Provider Services Department at <a href="mailto:psinquiries@hpsm.org">psinquiries@hpsm.org</a>. Our office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.</p>	

Providers must schedule a follow up with these members within seven (7) days after the emergency department visit to ensure timely and appropriate care.

The notification will include the name of the emergency department facility to assist in obtaining medical records for the visit.

Please direct question to HPSM Provider

Services at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

The Health Plan of San Mateo