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Important Notice – Disregard Fake State Notification on Transportation Benefits

Dear providers,

A fake statewide notification, or All Plan Letter (APL), has been circulating titled “Carving Out of Non-Core Benefits of Non-Emergency Medical and Non-Medical Transportation from Managed Care Health Plans,” dated June 27, 2024. The Health Plan of San Mateo (HPSM) was notified by the Department of Health Care Services (DHCS) about this fraudulent APL, and we wanted to bring it to your attention as soon as possible.

Please note that this APL is not legitimate and should be disregarded. It contains false information regarding transportation benefits and is not issued by any official or authorized source.

If you ever suspect Medi-Cal fraud or abuse, please visit DHCS’s page on how to report it:

<https://www.dhcs.ca.gov/individuals/Pages/stopmedi-calfraud.aspx>

If you have any questions, or if you need further clarification, please do not hesitate to reach out to PSInquiries@hpsm.org.

Thank you for your attention to this matter,

The Health Plan of San Mateo