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**August 27, 2020**

**ATTENTION: Reinstating Offsets and Collection Activities**

Dear Provider:

In April 2020 Health Plan of San Mateo (HPSM) suspended collection activities for overpaid claims in response to a reduction in provider reimbursement resulting from decreased utilization of services during the public health emergency. **This notice is to inform you of HPSM's intent to reinstate offsets and collection activities effective on October 1, 2020.**

Please contact Health Plan of San Mateo's Claims Department at [claimsinquiries@hpsm.org](mailto:claimsinquiries@hpsm.org) or 650 616-2106 if you need more time before collection activities are resumed.

The information below is standard recovery language for reference.

*Please remit payment with a copy of this letter to Finance Department, Health Plan of San Mateo, 801 Gateway Blvd. Suite #100, South San Francisco, CA 94080.*

*To dispute this request, you may use our provider dispute resolution process at [www.hpsm.org](http://www.hpsm.org). Once recovery actions are reinstated, the overpaid amount may be subject to offset from future claim payments. The account may also be forwarded for further collections activity and interest may be applied at 10 percent per annum.*

*Please note that under The Patient Protection and Affordable Care Act of 2010 (PPACA), funds received or retained to which you are not entitled must be returned after the overpayment is identified. An overpayment that is not returned can result in sanctions, including the imposition of civil money penalties and exclusion from government health care programs by The Office of Inspector General (OIG) of The Department of Health and Human Services (DHHS).*

*If you have questions regarding this notification, please contact HPSM's Claims Department. Please note that resolved items may take 1-2 weeks to be removed from these notifications. If this issue has already been resolved, no further action is required, and you may disregard this letter.*

Health Plan of San Mateo