

October 5, 2020

Referrals and Provider Availability

Dear PPN Agencies,

As a reminder, please keep us updated on your availability to take on new member referrals. Your availability should only be based off of your agency existing rendering providers, who have been approved via HPSM's credentialing process.

As your availability to accept referrals changes, please contact

HPSM_BH_Provider_Availability@hpsm.org to either increase or decrease the number of referrals you can accept.

Please include the following items in your email:

- Your name or Clinic/Agency name
- HPSM Provider ID and/or Agency Provider NPI #
- How many openings you have for new HPSM members
- Any specialization or expertise you want us to know about for future member matching
- Consider including preferred contact number for New Members and HPSM to contact you with new member information
- Language Capacity

Some tips on providing availability:

- Please include specific availability detail for language capacities so that we do not over or under refer
 - Example: 10 (3 Spanish language openings and, 1 Tagalog opening)

- Example: We no longer have Spanish language openings, but have 3 openings for English.
 - Example: we no longer have any openings.
- It is especially important to update us when your availability goes down to zero or close to zero.
- Please ensure that your Agency is reporting out availability collectively and not by individual provider.

If you previously worked with BHRS, you may also want to reference the email sent out on Friday 9/25/2020, for more detail on changes to the process for receiving new members.

Thank you for your continued commitment to our communities,
The Health Plan of San Mateo