

**December 21, 2020**

**Reminder: After Hours and Weekend Support for HPSM Providers**

Dear provider,

The Health Plan of San Mateo (HPSM) is committed to our providers and to supporting you through the most tragic days of the COVID-19 public health emergency.

As part of that commitment, HPSM has loosened requirements and increased our staff coverage to ensure you have the resources you need to provide care. We also want make sure you are aware of the following changes:

1. Any admissions with a COVID+ diagnosis, whether inpatient or post-acute, are automatically authorized.
2. Our Utilization Management staff are available on weekends and after hours to process urgent/expedited authorization requests.
3. HPSM is providing additional support and facilitation of care transitions, including addressing appropriate DME, Home Health, and other services in a timely manner.
4. We have increased our care management support and availability.
5. We are closely coordinating with San Mateo County Public Health to support care transitions, particularly the discharge of members with a COVID+ diagnosis.

For more resources related to the COVID-19 pandemic, visit: [www.hpsm.org/provider-covid-resources](http://www.hpsm.org/provider-covid-resources)

Any questions can be directed to [psinquiries@hpsm.org](mailto:psinquiries@hpsm.org).

Thank you for your continued commitment to our community,

The Health Plan of San Mateo