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September 23, 2021

September 2021 Update for Behavioral Health Providers

Dear provider,

Thanks to you and our strong network, the Health Plan of San Mateo (HPSM) has greatly reduced the wait time for members to be matched for mild to moderate behavioral health care.

Since our last update, our network of behavioral health providers like you have made room in their practices and are helping ensure our members get connected to care.

This means providers are receiving member matches at a slower rate than before as we are no longer working through a wait list of members and we have higher provider availability. Please be aware that making your practice available to a wider range of members may increase the number of members that can be matched to you. We have heard from our members that there is an increased interest in returning back to in-person services either now or in the future.

Please continue to keep us updated on your availability as it changes.

By email: HPSM_BH_Provider_Availability@hpsm.org By phone: 650-616-2580

Please also update us if and when you decide to reopen your practice for on-site visits.

Thank you for your commitment to our community,

The Health Plan of San Mateo

PS: If you need resources for reopening your practice safely, please visit our website here:
www.hpsm.org/provider-covid-resources/reopen