

January 26, 2022

Dental providers: five tips to succeed with HPSM

Dear dental providers,

Congratulations and welcome to the Health Plan of San Mateo (HPSM)!

You're now part of a community of 14,000 health care providers who deliver high-quality care to 150,000 of San Mateo County's most underserved populations. We've served millions since our inception in 1987 and continue to grow stronger and better because of providers like you.

For 40 years we've challenged ourselves to think outside the box when it comes to improving care for our members. That's why we're excited to welcome you onboard.

As a dental care provider, you will be caring for patients with treatment that improves health outcomes for millions across the country. Your work is critical to the well-being of our community, and you couldn't have come at a better time.

To make your integration into our network a little more seamless, here are five tips to succeed with HPSM. This checklist will help you familiarize yourself with some of our network's most important systems and resources, so try to do them all!

1. **Get set up on the provider portals.** Click here for a description of our portals and how to register: www.hpsm.org/provider/portal
2. **Let's stay in touch.** Do we have the best email to send you critical updates? Do you prefer receiving fax notifications over email? Do you have a staff member you'd like to receive network updates? You can let us know here: providers.hpsm.org/ChangeRequestProvider
3. **Set up electronic payment.** Setting up electronic payment is fast, easy, and free. It's also more secure and accurate than paper checks. Set it up now: www.hpsm.org/provider/claims/get-paid-faster-with-eft-era

4. **Get to know us online.** Familiarizing yourself with valuable resources like our provider manual or provider learning lab could save you time and headaches. These resources are here to help make your job easier, so make sure you check them out.
 - a. **HPSM's dental providers webpage:** www.hpsm.org/provider/hpsm-dental
 - b. **Provider Manual:** bit.ly/HPSMprovidermanual2022
 - c. **Provider Learning Lab:** www.hpsm.org/provider/learning-lab
5. **Learn about other ways HPSM providers can receive payment.** Dental providers may be eligible for additional payments through Prop 56. Please review our resource here: www.hpsm.org/provider/hpsm-dental/payments

Your success at HPSM is important to us, so please do not hesitate to reach out to us if you have any questions. You can contact our provider services team at PSInquiries@hpsm.org at any time. You can get in touch with our dental support team at dental@hpsm.org.

Thank you for your commitment to our community, and we will be in touch soon!
The Health Plan of San Mateo