

September 6, 2022

Supporting Home Health Care Providers

Dear home health care providers,

Delivering quality care to homebound members continues to be a high priority for the Health Plan of San Mateo (HPSM). Here are tips and resources to help you succeed as a plan provider partner.

Tips:

- Visit members' homes to start care and conduct an assessment within 48 hours of receiving a physician's order. **Remember: your first visit does not require an urgent authorization.**
- After the start of care visit has been conducted, compose a care plan for the entire 60 day certification period.
- Fax the request form to HPSM within 10 days from start of care: failure to do so risks denial of some or all services (including those already delivered).
- Your fax should include: 1) HPSM's Prior Authorization Request Form; 2) Home Health Physician Order Form; 3) Home Health Clinical Summary; 4) Other supportive clinical documentation.

Resources:

- Watch HPSM's webinar for home health care providers here: www.hpsm.org/videos/default-source/webinar/resources-for-hpsm-home-health-care-providers.mp4
- Webinar slides are available here: www.hpsm.org/docs/default-source/provider-services/resources-for-hpsm-home-health-care-providers.pdf
- Review HPSM's "Caring For Homebound Members" authorizations page here: www.hpsm.org/provider/authorizations/specialty-provider

For questions, contact our Provider Services department at PSInquiries@hpsm.org.

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