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January 26, 2023

## Please Provide Your Accurate Fax Phone Number

Dear provider,

We've recently noticed an uptick in failed faxes from the Health Plan of San Mateo (HPSM) to provider offices. **This month, dozens of attempts from HPSM to contact provider offices at the fax phone numbers that providers listed have failed.**

Some of the reasons this could be happening include providers or office staff:

Problem	Solution
Not typing fax numbers in correctly.	Review form carefully before submitting to ensure correct information.
Including fax numbers that are disconnected.	Please verify that the fax number you have been including is in fact correct.
Listing phone numbers which are answered by a machine or a live individual.	Include the fax number, not the office phone number or another office line.
Fax machines set up to block incoming transmissions.	Check fax settings to see if it is blocking incoming transmissions. Turn feature off.

**Please make sure you are including the correct office fax phone number, particularly when submitting authorization request forms.**

Please contact HPSM Provider Services with any questions at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you for your continued commitment to our community,  
HPSM Provider Services