

February 9, 2023

Simplified Process for Requesting Incontinence Supplies and Services

Dear provider,

Effective April 1, 2023, some incontinence supplies and services will require prior authorization again for the first time since the COVID-19 global health crisis.

We've recently simplified our process for requesting incontinence supplies and services for the Health Plan of San Mateo (HPSM) members. Review updated instructions on our website here: <https://www.hpsm.org/provider/authorizations/specialty-provider>

Here is the new process for requesting incontinence supplies and services for HPSM members:

1. Verify whether prior authorization is required for incontinence supplies by checking the supply or service CPT code on our prior authorization required list. The list will be updated on April 1, 2023 with incontinence supply codes that do require authorization: <https://www.hpsm.org/provider/authorizations>
2. If the CPT code is not on the list, prior authorization is not required. If the CPT code is on the list, complete a prior authorization request form: https://www.hpsm.org/docs/default-source/provider-forms/prior_authorization_request_form.pdf?sfvrsn=cb754ab6_23
3. Submit the prior authorization request form via fax to the Utilization Management department at **650-829-2079**.

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

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