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Two-Factor Authentication

Dear providers,

The Health Plan of San Mateo (HPSM) provider portal now requires two-factor authentication. This will align us with security best practices and add an extra layer of protection to the portal.

To visit the provider portal, go to: <https://www.hpsm.org/provider/portal>

Upon logging into the provider portal, you will be required to set up two-factor authentication using an email address. After setup you will be required to enter a six-digit code, received via email, to access the portal.

Please review frequently asked questions (FAQ) about two-factor authentication here:

<https://www.hpsm.org/docs/default-source/provider-services/hpsm-provider-portal-two-factor-authentication-faq.pdf>

If you have questions that aren't answered by the FAQ document, please reach out to the Provider Services department at PSInquiries@hpsm.org.

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