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March 9, 2023

New Prior Authorization Request Form

Dear providers,

The Health Plan of San Mateo (HPSM) has recently updated the prior authorization request form. Access it here: <https://tinyurl.com/HPSM-NewPriorAuth>

This new form will help us process prior authorization requests more efficiently. Please begin using this template as soon as possible and review the tips below. **HPSM will no longer accept the previous version of the form effective 4/1/2023.**

Please make sure:

- You're using the current version of the form. The current form is dated, **"Version 5.0 January 2023."** You can always access the most up to date form at this webpage: <https://www.hpsm.org/provider/authorizations>
- You complete all fields using the fillable PDF (typed, not handwritten).
- You use one form for one patient and double-check the member ID number before sending. Note that we cannot process more than one patient per form.
- You set your fax machine settings to the highest quality possible.
- You check HPSM's Prior Authorization Required List each time you submit authorization to determine if prior authorization is required. It's updated regularly (typically quarterly), and available here: <https://www.hpsm.org/provider/authorizations>

Please direct questions to HPSM Provider Services at PSInquiries@hpsm.org.

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