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March 2023 HPSM Dental Update

Thank you for your continued commitment to delivering high-quality care to the Health Plan of San Mateo (HPSM) members. Here are two updates as we head into the second quarter of the year.

- 1. No authorization period through May 2023:** We will once again be pushing back the no authorization period for covered dental services from April 2023 to May 2023. Only major services like bridges, implants, and orthodontia will continue to require authorization to determine medical necessity. We will be releasing more information soon on exact codes that will require prior authorization. In the meantime, visit our authorizations page here: <https://www.hpsm.org/provider/authorizations>
- 2. Please verify HPSM member eligibility before delivering services:** Only HPSM Medi-Cal and CareAdvantage members are covered by HPSM Dental. San Mateo County Access and Care for Everyone (ACE) and HealthWorx members are not eligible to receive services from providers through HPSM Dental. Please make sure to double check whether HPSM members are covered by Medi-Cal or CareAdvantage before rendering services. To check a member's eligibility, you can use HPSM's provider portal: <https://www.hpsm.org/provider/portal>

Don't hesitate to reach out with any questions! Contact dental@hpsm.org and our team will follow up promptly.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo

