

July 10, 2023

July 2023 HPSM Dental Update

Here are some critical updates for you as we head into the summer:

Watch HPSM Dental webinars at your convenience

We recently hosted two HPSM Dental webinars with critical updates that will be relevant through 2023. Watch at your convenience (both cover the same content, so watch whichever you prefer):

[Wednesday, May 31 recording](#)

[Tuesday, June 20 recording](#)

[Webinar slides](#)

No authorization period extended for covered dental services

Covered dental services will begin requiring prior authorization later this year. For more context, while HPSM is prepared to process authorizations and claims on our end, we are working on establishing full electronic connection with various clearinghouses. This process is taking longer than expected due to circumstances outside of our control. We will continue to keep you updated on progress. Use this guide to determine which services require prior authorization: <https://www.hpsm.org/docs/default-source/provider-services/dental/hpsm-dental-code-authorizations-list.pdf>

Use HPSM's referral form to refer members for services

Please use HPSM's referral form to assist members in being connected to dental services, such as orthodontia. HPSM is less restrictive with approvals for specialty dental services like orthodontics, and all exams with orthodontists will be covered regardless of medical necessity. You can find the HPSM Dental referral form here: <https://www.hpsm.org/docs/default-source/provider-services/dental/hpsm-dental-referral-form.pdf>

Contact dental@hpsm.org with any questions and our team will follow up promptly. Thank you,
The Health Plan of San Mateo