

July 21, 2023

HPSM Contacts Cheat Sheet

Dear providers,

The Health Plan of San Mateo (HPSM) wants to ensure you always feel connected to any resources you may need. To support this, we've created a one-page contact list with HPSM departments, relevant phone numbers and emails, and a brief description of what kind of questions each department can help answer.

You can find the contact list here: https://www.hpsm.org/docs/default-source/provider-services/hpsm-contact-cheat-sheet.pdf?sfvrsn=227f4765_5/HPSM-Contact-Cheat-Sheet.pdf



CONTACT SHEET

Use this contact sheet to direct any Health Plan of San Mateo (HPSM) questions to the appropriate department. You can also refer to our website at www.hpsm.org for more provider resources.

Contact	For Questions About
Provider Services providerservices@hpsm.org 650.616.0050	General questions about HPSM, including questions about network, coverage, and provider services.
Member Services memberservices@hpsm.org 650.616.0050	Questions about HPSM membership, including questions about enrollment, renewal, and benefits.
Case Management/Managed Care casemanagement@hpsm.org 650.616.0050	Questions about HPSM case management, including questions about care coordination, utilization management, and prior authorization.
Medical medical@hpsm.org 650.616.0050	Questions about HPSM medical services, including questions about medical necessity, prior authorization, and appeals.
Medical Records medicalrecords@hpsm.org 650.616.0050	Questions about HPSM medical records, including questions about access, release of information, and privacy.
Network and Eligibility networkandeligibility@hpsm.org 650.616.0050	Questions about HPSM network and eligibility, including questions about provider contracts, network status, and eligibility verification.
Special Enrollment and Renewal specialenrollment@hpsm.org 650.616.0050	Questions about HPSM special enrollment and renewal, including questions about enrollment periods, documentation, and renewal.
Health Plan of San Mateo (HPSM) Website www.hpsm.org	Questions about HPSM website, including questions about content, design, and functionality.
Provider Services providerservices@hpsm.org 650.616.0050	Questions about HPSM provider services, including questions about network, coverage, and provider services.
Medical Records medicalrecords@hpsm.org 650.616.0050	Questions about HPSM medical records, including questions about access, release of information, and privacy.
Network and Eligibility networkandeligibility@hpsm.org 650.616.0050	Questions about HPSM network and eligibility, including questions about provider contracts, network status, and eligibility verification.
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Provider Services providerservices@hpsm.org 650.616.0050	Questions about HPSM provider services, including questions about network, coverage, and provider services.
Medical Records medicalrecords@hpsm.org 650.616.0050	Questions about HPSM medical records, including questions about access, release of information, and privacy.
Network and Eligibility networkandeligibility@hpsm.org 650.616.0050	Questions about HPSM network and eligibility, including questions about provider contracts, network status, and eligibility verification.
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Health Plan of San Mateo (HPSM) Website www.hpsm.org	Questions about HPSM website, including questions about content, design, and functionality.

You can request a hard copy to be mailed to your office by emailing PSInquiries@hpsm.org.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo