

August 28, 2023

## Critical Updates Regarding Incontinence Supplies

Dear provider,

Here are updates for the Health Plan of San Mateo (HPSM) providers requesting incontinence supplies for members:

- 1. Rates Increase:** In the coming weeks HPSM providers will see an increase in rates when requesting incontinence supplies for members. Currently, you receive 85% of Medi-Cal fee-for-service (FFS) when approved for incontinence supplies for members. Effective for dates of service on or after 9/1/23, you will receive 90% of Medi-Cal FFS rates.
- 2. Renewing contracts in 2024:** Beginning in 2024 HPSM will begin reaching out to providers to repaper contracts with the network.
- 3. Prior Authorization Reinstated October 2022:** Please also note that prior authorization for some incontinence supplies and services have been reinstated since October 2022. We've simplified our process for requesting incontinence supplies and services for HPSM members. Review updated instructions on our website here: <https://www.hpsm.org/provider/authorizations/specialty-provider>

For questions, please contact our Provider Services department at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you for your continued commitment to our community,  
HPSM Provider Services