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September 21, 2023

## Request Prior Authorization for Enhanced Care Management Services Through Provider Portal

Dear providers,

The Health Plan of San Mateo (HPSM) is always looking for ways to improve the provider experience. To do this, we're phasing out code ECM00 and replacing it with code G9012. This will allow providers to submit prior authorization requests for Enhanced Care Management via HPSM's provider portal.

**Submit authorizations requests online via our provider portal: <https://www.hpsm.org/provider/portal>**

DO NOT USE:	VALID CODE TO USE:
• <b>ECM00</b>	• <b>G9012</b>

Providers who wish to continue submitting prior authorization request forms via fax can do so using the new code. All other requirements for the prior authorization form remain the same: services requested should be ECM, initial requests should be for 12 months, reauthorization requests should be for 6 months, and the units requested should be 1. Please follow guidelines outlined on our website at:

<https://www.hpsm.org/provider/calaim>

Please direct questions to HPSM Provider Services at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you for your continued commitment to our community,

The Health Plan of San Mateo