



801 Gateway Boulevard, Suite 100
South San Francisco, CA 94080

tel 650.616.0050

fax 650.616.0060

tty 800.735.2929 or dial 7-1-1

www.hpsm.org

October 10, 2023

Look Out for Requests for the Provider Appointment Availability Survey

Dear provider,

The Health Plan of San Mateo's (HPSM) annual Provider Appointment Availability Survey (PAAS) will occur October through December 2023. Providers are required to participate if randomly sampled for timely access surveys by HPSM or its regulators.

The following information may be collected via phone, email, or fax:

1. First available urgent appointment.
2. First available non-urgent appointment.
3. Same-day appointment availability.
4. Average in-office wait time for scheduled appointments.
5. Method of monitoring in-office wait times.
6. Procedure for missed appointment follow-up.
7. Process for submitting HPSM member grievances.
8. Teledentistry service offerings to HPSM members;
9. Usage of an electronic health record.
10. Time to return a voicemail.

Please see the timely access appointment availability standards:

Urgent dental appointment	Within 72 hours of request
Non-urgent/routine dental appointment	Within 36 business days of request
Preventive dental care appointment	Within 40 business days of request

Please direct questions to HPSM Dental at dental@hpsm.org.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo

