

December 7, 2023

Availability Reminder for Behavioral Health Providers

The Health Plan of San Mateo (HPSM) matches members with behavioral health services telephonically or via mail. In some cases, HPSM will reach out to members by mail to inform them of their provider match. Please keep in mind it may take members up to three business days to receive their letters.

Additionally, please continue to keep us updated on your availability as it may impact the number of members we match to your practice. When sending us your availability, please include:

1. Your name or agency name.
2. Your provider NPI (and/or your HPSM Provider ID).
3. Number of openings available for new members.
4. In-person and/or telehealth services you provide.
5. Any changes to the age groups you serve.
6. Any changes in your ability to offer services in additional languages.
7. Any additions/changes to specialization (ex: CBT, EMDR, eating disorders, ADHD, etc. Please also identify if you offer groups (example: social skills groups) or family therapy (specifically: PCIT, dyadic art therapy) in the availability update.) *We appreciate having this level of information and will utilize it for matching, where member information is available. HPSM only receives basic information on members during the matching process, which often does not include this level of detail.*

As a reminder, please always check the members' eligibility to see if there is other health coverage. If a member has primary coverage with a commercial plan, then please refer the member to that plan to obtain a referral for care. To check a member's eligibility: <https://www.hpsm.org/provider/portal>

Keep us updated on your availability and/or direct questions to the Behavioral Health Team at **650-616-2580** or HPSM_BH_Provider_Availability@hpsm.org.

The Health Plan of San Mateo