



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

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Advance Notice of 2024 DHCS Audit

Dear providers,

California's Department of Health Care Services (DHCS) has scheduled a routine annual audit of the Health Plan of San Mateo (HPSM). The Medi-Cal audit will consist of an evaluation of HPSM's compliance with its contract with DHCS and State regulations.

The audit will take place September 23 through October 4, 2024. As part of the audit, DHCS will select provider offices to visit during this period. If selected, a nurse evaluator from DHCS will contact you directly to schedule an onsite visit. Cooperation with DHCS staff is required.

As a friendly reminder, providers are encouraged to visit or sign up for the HPSM provider portal and eReports here: <https://www.hpsm.org/provider/portal>.

The portal helps providers complete tasks such as verifying member's eligibility, checking claim and prior authorization status, reviewing plan summaries, and more. Additionally, you may access the "Active Engagement Report" in eReports, which includes a list of all actively assigned members and the date members are assigned.

Should you have any further questions, please contact our Provider Services Department at PSInquiries@hpsm.org.

Thank you,
The Health Plan of San Mateo