

March 14, 2025

## New Claims Processing System Effective 4/1/2025

Dear provider,

Starting April 1, 2025, the Health Plan of San Mateo (HPSM) has replaced its claims processing software with a new system called Optum CES. This transition is part of our ongoing commitment to improving the accuracy, efficiency and transparency of claims processing.

The benefits of a claims processing system such as Optum CES include:

- Incorporates guidance and edits directly sourced from Centers for Medicare and Medicaid Services (CMS) and Medi-Cal.
- Improves detection of coding inconsistencies and errors.
- Streamlines workflows for quicker claims turnaround times. HPSM can maintain an average 12-day turnaround for provider payment by investing in systems that can automate processing for faster reimbursement.
- Aligns with latest coding standards (e.g., ICD-10, CPT and HCPCS).

Examples of the system capabilities include:

- Identifies duplicate claims.
- Ensures modifiers are appropriately used.
- Assigns limits based on Medi-Cal and Medicare policy, as appropriate.
- Checks for appropriate code pairs/bundling.

We recognize that transitioning to a new system may bring some differences in how claims are processed. Please know that our team is here to support you with any questions, recommendations or concerns you may have regarding the new system. We appreciate your partnership and are confident that this new system will support more accurate and efficient claims processing.

If you have any questions, please contact our Claims Provider Support Representative at **650-616-2106** or [claimsinquiries@hpsm.org](mailto:claimsinquiries@hpsm.org).

Thank you,  
The Health Plan of San Mateo