

HPSM Announcement: New Phone Line Hours for HPSM Provider Services

Date: September 18, 2018

To: HPSM Contracted Providers

Subject: New Phone Line Hours for HPSM Provider Services
Effective September 24, 2018

Dear Provider,

HPSM's Provider Services phone line hours are changing, effective September 24th. HPSM regularly monitors our phone volume, and we hope this adjustment will help better meet your needs. Our new hours of operation for our main phone line (650-616-2106) are as follows:

- **Mondays, 1 - 5pm** Pacific Standard Time
- **Tuesday-Friday, 8-5pm** Pacific Standard Time

Have a question for HPSM but not sure who to call? Our staff directory is also available online at:

<https://www.hpsm.org/Home/provider/provider-services>

Many frequently asked questions are answered in our Provider Manual, available online at:

<https://www.hpsm.org/Home/provider/provider-resources/provider-manual>

Our Provider Manual includes topics such as:

- What are HPSM's UM criteria and guidelines? *Section 7, Page 35*
- What are my members' rights and responsibilities? *Section 2, Page 3*
- What are my rights and responsibilities when it comes to HPSM credentialing and re-credentialing? *Section 8, page 2*
- How do I file an electronic claim? *Section 4, Page 1.*