

Important Announcement

Date: June 18, 2019
To: Speech Therapy Providers
Subject: **Speech Therapy Referrals**

Effective immediately, the Health Plan of San Mateo is requesting that our Pediatric Speech Therapy network send referrals to HPSM Care Coordination if you are unable to schedule one of our members under 21 within 2 weeks.

When to send a referral:

A newly referred patient who is in need of a speech evaluation or speech therapy visit who you are unable to schedule within the next 2 weeks. Member must be under 21 and a HPSM Medi-Cal member.

How to send referrals:

Complete a Pediatric Care Coordination referral form from hpsm.org/provider/care-coordination.

Required information to include on the referral form:

- Patient/family contact information
- Patient's preferred therapy day and time
- Your next available appointment (what your waitlist looks like)
- If patient is already receiving therapy (i.e. through the school district)

Best practices for evaluations

If you anticipate being unable to schedule a new patient for follow-up speech therapy services within 1 month of an evaluation, please refer the member before evaluating, so we can match the member with a provider able to evaluate and treat.

For additional questions, contact the Pediatric Health Manager directly at **650-615-2567**.