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Please Provide Your Accurate Fax Phone Number

Dear provider,

We've recently noticed an uptick in failed faxes from the Health Plan of San Mateo (HPSM) to provider offices. **Dozens of attempts by HPSM to contact provider's fax numbers have failed.**

Some of the reasons this could be happening:

Problem	Solution
Not typing fax numbers in correctly.	Review form carefully before submitting to ensure correct information.
Including fax numbers that are disconnected.	Please verify that the fax number you have been including is in fact correct.
Listing phone numbers which are answered by a machine or a live individual.	Include the fax number, not the office phone number or another office line.
Fax machines set up to block incoming transmissions.	Check fax settings to see if it is blocking incoming transmissions. Turn feature off.

Please make sure you include the correct office fax phone number, particularly when submitting authorization request forms.

Please contact HPSM Provider Services with any questions at PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo