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Winter 2025 Reminder To Keep HPSM Updated on Office Hour Changes

Dear providers,

Please contact The Health Plan of San Mateo's (HPSM) Provider Services Department immediately with any change in office hours or office closures due to inclement weather at PSInquiries@hpsm.org so we can support you and your patients.

Per HPSM provider rights and responsibilities, HPSM providers are required to, "Notify HPSM in advance of any change in office address, telephone number or office hours," as this may impact our members' ability to receive care.

For a full list of HPSM's provider rights and responsibilities, please visit:

<https://www.hpsm.org/provider/resources/manual/provider-services#a4>

Please direct questions to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo