

7/7/2020

New Prior Authorization Form

Dear Provider, as of 2/1/2020, Health Plan of San Mateo (HPSM) has an updated prior authorization form, now available online through the HPSM website. **This new form will help us process prior authorization requests more efficiently, so we will no longer accept the previous version of the form.**

Please always make sure:

- You're using the current version of the form (make sure to bookmark this form):
<https://www.hpsm.org/provider/authorizations>
- You complete all fields using the fillable PDF (typed, not handwritten).
- You use one form for one patient and double-check the member ID number before sending. Note that we cannot process more than one patient per form.
- You set your fax machine settings to the highest quality possible.
- You only check off items in the Long Term Care authorization requests box if the request is for authorization of a long-term care stay:

Long Term Care (LTC) Required Information (Mark ✓ or X):							
<input type="checkbox"/> Transfer	<input type="checkbox"/> Initial	<input type="checkbox"/> Reauthorization	<input type="checkbox"/> Bed Hold	<input type="checkbox"/> Skilled Nursing	<input type="checkbox"/> ICF-DD	<input type="checkbox"/> Sub-Acute	
Requested Service Dates		FROM:	MM-DD-YYYY	TO:	MM-DD-YYYY		

REQUEST
<input type="checkbox"/> URGENT
<input type="checkbox"/> ROUTINE
Mark ✓ or X

Only indicate "Urgent" if the service is urgent Marking requests for routine or scheduled care as urgent when they are not results in HPSM re-processing the request, which can delay our response time.

Regularly check HPSM's Prior Authorization Required list to determine if a prior authorization is required. The list is updated quarterly. Please email Julian Aldana, Provider Communications Specialist, with any questions at julian.aldana@hpsm.org.

Thank you, Health Plan of San Mateo