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HPSM Nurse Advice Line temporarily disrupted, now restored

Dear HPSM Providers,

This is a courtesy update to let you know that HPSM's Nurse Advice Line is back up and running after a temporary disruption.

On December 25, 2020, a bombing in Nashville, Tennessee injured at least eight people and damaged more than 40 buildings. The blast also had unexpected consequences for HPSM providers when it temporarily disabled transmission services in the area, including for our Tennessee-based Nurse Advice Line.

The Nurse Advice Line is now back up and running. HPSM Utilization Management staff was able to support HPSM members temporarily during the disruption.

HPSM's Nurse Advice Line Service supports existing phone triage systems at provider clinics, facilities, and offices. HPSM members who are not sure if they need urgent medical attention can call our Nurse Advice Line at **1-833-846-8773** and speak to a Licensed Registered Nurse (RN), 24 hours a day, 7 days per week.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo