

September 9, 2021

## REMINDER: Balance Billing of Medi-Cal Beneficiaries Prohibited

Dear provider,

This notification is a reminder for you and your staff that balance billing of Medi-Cal beneficiaries, including the Health Plan of San Mateo (HPSM) members, is strictly prohibited.

**“Balance billing” entails charging HPSM members for the remainder of a bill that HPSM does not cover and is strictly prohibited for all contracted HPSM providers.**

Providers new to Medi-Cal and/or HPSM may not be as familiar with this requirement – be sure to review it in our Provider Manual and your HPSM-provider contract.

Balance billing requirements in brief:

- HPSM payment constitutes payment in full, per your contract with HPSM.
- Any surcharge for covered services is specifically prohibited for Medi-Cal members, in accordance with California Code of Regulations (CCR) Title 22.
- As a contracted provider, you agree not to maintain any action at law against a member to collect sums that are owed by HPSM to a provider under the terms of the contract agreement.

You can also review our balance billing policy in the Provider Manual here:  
[www.hpsm.org/provider/resources/provider-manual](http://www.hpsm.org/provider/resources/provider-manual)

Should you have any questions regarding this policy, please contact HPSM at **650-616- 2106**, or contact HPSM Provider Services department at [PSInquiries@HPSM.org](mailto:PSInquiries@HPSM.org).

Thank you for your continued commitment to our community,  
The Health Plan of San Mateo