

August 4, 2023

Updated Provider Onboarding Video Series

Dear providers,

HPSM recently updated its provider onboarding series. Refresh your memory on any of the subjects below and/or send to new staff. You can find all the videos in our provider learning lab:

<https://www.hpsm.org/provider/learning-lab>

- **[Video #1: Welcome to HPSM!](#)**
 - This video covers general information about the health plan, our programs, and our members.
- **[Video #2: Getting Started](#)**
 - This video covers seven tips to set you up for success at HPSM.
- **[Video #3: Authorizations](#)**
 - This video covers prior authorizations, how to check authorization status, and more.
- **[Video #4: Billing, Claims, and Finance](#)**
 - This video covers getting signed up for electronic payment, claims, additional payments, and more.
- **[Video #5: Rights and Responsibilities](#)**
 - This video covers the rights and responsibilities of providers and members.
- **[Video #6: Caring for Our Members](#)**
 - This video covers additional resources and programs to better serve our members.

You can refer to these videos at any time by visiting the HPSM website or the HPSM YouTube channel.

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

Thank you for your continued commitment to our community,

The Health Plan of San Mateo