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October 19, 2023

Timely Claims Payments Reminder

Dear providers,

We know that you often rely on prompt claims payments, and we're committed to paying claims as soon as possible. The Health Plan of San Mateo (HPSM) wants to remind you about our commitment to fulfill payments in a timely manner.

Timely payments are contingent on claims forms being completed accurately. If you'd like a refresher on filing claims, please watch our onboarding video on claims here:

<https://www.hpsm.org/videos/default-source/provider-education/onboarding-series/video-4.mp4>

Claims are often denied because of missing or inaccurate information. If a claim is denied for these reasons, you can always rebill as a new claim. Learn more about rebilling claims here:

<https://www.hpsm.org/provider/claims/update-claims>. **Rebilling is the fastest way to be reimbursed.**

If you believe a claim was inappropriately denied for another reason, you can submit a provider dispute by visiting our website at <https://www.hpsm.org/provider/claims/disputes-and-appeals>.

Please direct questions to the Claims Department at ClaimsInquiries@hpsm.org or **650-616-2056**.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo