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December 6, 2023

Upcoming Changes For HPSM Dental Members Assigned to Kaiser

HPSM Dental providers,

Effective January 1, 2024, Kaiser Permanente will have a Medi-Cal contract with the California Department of Health Care Services. This means that any Health Plan of San Mateo (HPSM) members assigned to Kaiser will no longer be assigned to HPSM Dental and will need to receive dental services through fee-for-service dental.

Learn more here: <https://www.dhcs.ca.gov/MCP-Transition/Pages/Notice-of-Additional-Information.aspx#other>

Members can continue to receive services from HPSM Dental providers if they are in the middle of receiving services or if they wish to up to 12 months (until January 2025) per Continuity of Care regulations.

If your patient is a Kaiser member and needs to find a new fee-for-service provider, you can help them by directing them to the Medi-Cal Dental Customer Service Center at **1-800-322-6384 (TTY: 1-800-735-2922)**, Monday through Friday, 8:00AM to 5:00PM.

In 2024 please be sure to check a member's eligibility. You can check a member's eligibility using our provider portal here: <https://www.hpsm.org/provider/portal>

Contact dental@hpsm.org with any questions and our team will follow up promptly.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo

