

January 12, 2024

Behavioral Health Provider Availability Reminder for January 2024

Dear behavioral health providers,

Happy New Year! This time of year we are seeing increased demand for providers who:

- Serve youth under age 18.
- Offer in-person services (or the option to schedule in-person in the future).
- Deliver care in Spanish to members.
- Offer ADHD diagnosis and treatment for youth.
- Experience providing mental health services to youth with developmental issues

As a reminder, when sending us your availability, please include the following information:

1. Your name or agency name.
2. Your provider NPI (and/or your HPSM Provider ID).
3. Number of openings available for new members.
4. In-person and/or telehealth services you provide.
5. Any changes to the age groups you serve.
6. Any changes in your ability to offer services in additional languages.
7. Any additions/changes to specialization (ex: CBT, EMDR, eating disorders, ADHD, PCIT, Dyadic art therapy etc.). Please also identify if you offer groups or family therapy in the availability update. *We appreciate having this level of information and will utilize it for matching, where member information is available. HPSM only receives basic information on members during the matching process, which often does not include this level of detail.*

Two additional reminders:

- Please always check the member's eligibility to see if there is other health coverage. If a member has primary coverage with a commercial plan, then please refer the member to that plan to obtain a referral for care. To check a member's eligibility, please visit our provider portal: <https://www.hpsm.org/provider/portal>

- Providers are required to meet the timely access standards of appointment availability: 48 hours from member request for an urgent need, and 10 business days for a non-urgent routine or follow-up need.

Keep us updated on availability at [650-616-2580](tel:650-616-2580) or [HPSM BH Provider Availability@hpsm.org](mailto:HPSM_BH_Provider_Availability@hpsm.org).

Thank you,

The Health Plan of San Mateo