

September 3, 2025

New Process for Confirming First-Time Appointments for ABA Providers

Dear provider,

The Health Plan of San Mateo (HPSM) has an important process update for Applied Behavioral Analysis (ABA) providers regarding confirming first appointments for members.

Beginning September 2025, HPSM's Behavioral Health Treatment (BHT) team will be following up with providers each month to confirm member connections to ABA services have been made.

What does this mean for providers? HPSM's BHT team will send a monthly email to your provider group. When we reach out to you, we'll be providing a list of members that have been matched to you and ask if the member has attended their first ABA appointment or not. We will rely on you or your staff to respond whether the member has attended or not. That is all we'll need from you! We will continue monthly follow up until the member is connected to ABA services.

Why is this happening now? As you may remember, last October HPSM brought the BHT benefit in-house. Since that time, we've noticed that while members were matched with providers, many were not making it to their first ABA appointment. We believe this was due to a variety of reasons, including social factors, limited understanding of the BHT process, scheduling conflicts, etc. HPSM is taking this step to ensure members receive these needed services.

Your response to these emails will be very valuable. Detailed instructions will be included in the forthcoming email from us. If you are facing any barriers with collecting and providing this information, please let us know so we can work with your team. The email will come from bht_referral_support@hpsm.org and will begin in September.

For additional resources for BHT providers, please visit our website:

<https://www.hpsm.org/provider/behavioral-health>

Thank you in advance for your responsiveness to this new process,

The Health Plan of San Mateo