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September 18, 2025

Claims Services Phone System Updates

Dear providers,

Starting Monday, September 22, 2025, the Health Plan of San Mateo (HPSM) Claims Services phone line will no longer be able to receive voicemails. In the meantime, if you have questions or need further assistance with claims and do not wish to hold, you may contact HPSM Claims Services at ClaimsInquiries@hpsm.org.

In the coming months, HPSM is looking to make updates to the Claims Services phone line. One of the updates we are looking into is enhancing our system to allow providers to leave their name and phone number and receive a call back instead of staying on hold.

For claim status updates, HPSM encourages providers to use the Provider Portal, which offers real-time access to claims information. Access the provider portal here:

<https://www.hpsm.org/provider/portal>

We appreciate your understanding and thank you for your continued partnership and dedication to our members.

Thank you,

The Health Plan of San Mateo