

October 10, 2025

Behavioral Health Treatment (BHT) Prior Authorization Reminders

Dear providers,

All Health Plan of San Mateo (HPSM) providers are required to submit prior authorization requests as accurately and completely as possible. Behavioral Health Treatment (BHT)/Applied Behavioral Analysis (ABA) providers can use our guide on how to accurately complete the form here:

<https://www.hpsm.org/docs/default-source/provider-services/behavioral-health/bht-prior-authorization-guide.pdf>

HPSM began managing the BHT benefit in October 2024 and as a courtesy has reached out to providers to address errors in requests we receive. Now that HPSM has been managing the benefit for one year, we will no longer be conducting outreach to notify them of prior authorization errors.

Here are other tips and resources to ensure your prior authorization request is submitted successfully:

1. We encourage providers to monitor the status of their Prior Authorizations via HPSM's Provider Portal: <https://www.hpsm.org/provider-portal-login>
2. If you need to make a correction to a Prior Authorization request that has already been approved, please submit this form: https://www.hpsm.org/docs/default-source/provider-forms/authorization_correction_form.pdf
3. Review other resources for BHT providers on this website: <https://www.hpsm.org/provider/behavioral-health>

Please direct questions to PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo