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Keep HPSM Updated on Office Hour Changes Due to Inclement Weather

Dear providers,

Please contact The Health Plan of San Mateo's (HPSM) Provider Services Department immediately with any change in office hours or office closures due to inclement weather or other unforeseen circumstances. This will help us support you and your patients. You can email us any changes to your office hours at PSInquiries@hpsm.org.

In accordance with HPSM Provider Rights and Responsibilities, all HPSM providers are required to notify HPSM in advance of any changes to their office address, telephone number, or office hours. Timely notification of these changes is mandatory, as inaccurate or outdated provider information may directly impact HPSM members' ability to access care, schedule appointments, and receive services without disruption.

For a full list of HPSM's provider rights and responsibilities, please visit:

<https://www.hpsm.org/provider/resources/manual/provider-services#a4>

Please direct questions to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo