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Provider Timely Access Requirements

Dear provider,

This is an annual reminder of the Health Plan of San Mateo’s (HPSM) timely access requirements for members requesting services.

Please see the timely access appointment availability standards:

Service Type	Urgent	Non-Urgent
Primary Care	Within 48 hours of request	Within 10 business days of request
Specialty Care	Within 96 hours of request	Within 15 business days of request
Non-Physician Mental Health	Within 96 hours of request	Within 10 business days of request
Psychiatry	Within 96 hours of request	Within 15 business days of request
Ancillary	No urgent standard	Within 15 business days of request

Note: The applicable waiting time for a particular appointment may be extended if the provider has determined and noted in the relevant record that a longer waiting time will not have a detrimental impact on the health of the member. Providers who may make this determination include the treating licensed health care provider, or the health professional providing triage or screening services, as applicable, acting within the scope of his or her practice and consistent with professionally recognized standards of practice.

For more information, visit DMHC’s website at:

<https://www.dmhc.ca.gov/healthcareincalifornia/yourhealthcarerights/timelyaccesstocare.aspx>

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

Thank you,
The Health Plan of San Mateo