

# HPSM Announcement

**Date:** February 27, 2018  
**To:** HPSM- All Contracted Providers  
**Subject:** Retroactive Authorization Policy

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Dear Provider,

This correspondence is a reminder of Health Plan of San Mateo's policy regarding retroactive authorizations and the process by which one is obtained.

HPSM will only pay a claim when an approved authorization is on file. While it is expected that providers obtain an authorization prior to providing services, there may be situations in which a procedure needs to be authorized retroactively. When this is the case, please be advised that a claim or PDR with medical records attached is *not* considered a valid request for a retroactive authorization. This type of submission will be denied without further consideration.

To initiate a retroactive authorization, we require that you contact Health Services by faxing the retrospective request to 650-829-2062 or review. *Only after an authorization number has been assigned should you submit a corrected claim or PDR.*

For a list of services requiring authorization and details on submission requirements, please refer to HPSM's website: <https://www.hpsm.org/providers/authorizations.aspx>

If you have further questions regarding this policy, please contact Health Services at (650) 616-2070. Thank you very much for your cooperation.

Regards,

Health Plan of San Mateo