

July 23, 2025

WATCH NOW: Requesting Community Supports Services

Dear provider,

Starting July 1, 2025, there will be a new process for requesting Community Supports services.

Watch our new tutorial video, “Using HPSM’s Community Supports Referral Form” here:

<https://www.hpsm.org/videos/default-source/provider-education/using-hpsm-s-community-supports-referral-form.mp4>

Old Process:

Previously, providers submit these forms **to HPSM’s Utilization Management Department:**

1. Prior Authorization Request (PAR) Form
2. Community Supports Request Information Form

New Process:

Starting July 1, providers referring members for Community Supports will submit the Community Supports Referral Form **to the provider rendering (or providing) the service**. The rendering provider will then work with HPSM directly to initiate the prior authorization request process if the member is deemed eligible. The form is available here: <https://www.hpsm.org/docs/default-source/provider-forms/cs-referral-form.pdf>

This form should be submitted via email in the fillable PDF format by typing directly into the form. Please avoid faxing or handwriting to speed up the processing time. Submission instructions to the rendering provider can be found in the "Refer a Member" section of this webpage:

[https://www.hpsm.org/provider/calaim-at-hpsm/community-supports-\(cs\)](https://www.hpsm.org/provider/calaim-at-hpsm/community-supports-(cs))

What are Community Supports services? Community Supports are optional services or settings offered through the CalAIM initiative to eligible Medi-Cal and CareAdvantage members in place of services or settings covered under Medi-Cal. Rather than a benefit, they are medically appropriate and cost-effective alternative services. Learn more here: [https://www.hpsm.org/provider/calaim-at-hpsm/community-supports-\(cs\)](https://www.hpsm.org/provider/calaim-at-hpsm/community-supports-(cs))

If you have any questions about this change, please contact ProgramsandPartnerships@hpsm.org.
All other inquiries can be directed to PSInquiries@hpsm.org.

Thank you, the Health Plan of San Mateo