

## Behavioral Health Provider Availability Survey

Dear Provider,

Thank you for being a part of HPSM's Provider Network! We will be regularly inquiring about your ability to accept new HPSM members, as each day we receive multiple requests from our members wanting to be matched to a therapist or psychiatry provider. We will be inquiring via emails (like this one) and occasionally by phone calls. To update us on your availability, please email or call us at:

- Email: [HPSM BH Provider Availability@hpsm.org](mailto:HPSM_BH_Provider_Availability@hpsm.org)
- Phone: **650-616-2580** (voicemail for availability status only)

Please include the following information:

- Your name or clinic name.
- HPSM Provider ID and/or Provider NPI.
- How many openings you have for new members.
- Any specialization, expertise or other detail you want us to know about for future member matching. This includes:
  - Whether you work with children/youth, and any specific age ranges.
  - Whether you speak any additional language(s).
  - Whether you are offering in-person sessions.
  - Any areas of specialization or advanced training.

If you have updated us recently, and there is no change to your availability, we do not expect you to respond. If it's been a month or more since we last heard from you, we may directly outreach you to see if your availability has changed. If a member is requesting to see you specifically – or if a member is asking to be matched to a provider with a certain specialty, license type or language fluency that you offer – we may outreach to you directly. We make every effort to provide language and location match, yet our first priority is to connect our members to mild to

moderate mental health services in our network. Keeping use updated of your availability status helps us keep our members connected to care.

If you have additional questions about general process as an HPSM provider, please consult [www.hpsm.org/provider/](http://www.hpsm.org/provider/) or reach out to our Provider Services team at [psinquiries@hpsm.org](mailto:psinquiries@hpsm.org) or **650-616-2106**.

Please note that you may need to leave a voice message; email is encouraged for fastest response.

Thank you,  
The Health Plan of San Mateo