

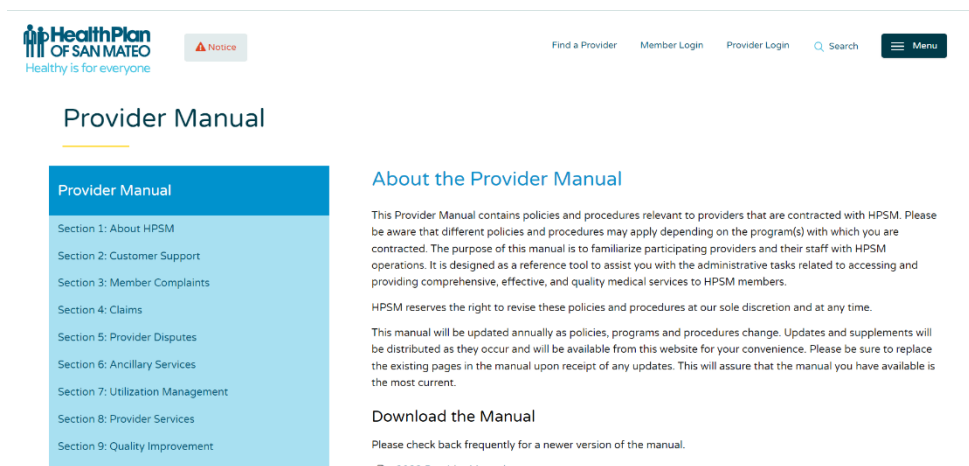
January 4, 2022

New Searchable, Digital Provider Manual

The 2022 Provider Manual is live and available to read online. You can download it as a PDF, request a hard copy to be mailed to you free of charge, or use search functions on our website here:

www.hpsm.org/provider/resources/manual

This year the provider manual has been digitized to improve searchability. Please take time to review and bookmark sections relevant to your provider type.



The screenshot shows the Health Plan of San Mateo website's Provider Manual page. The header includes the logo, a 'Notice' banner, and navigation links: 'Find a Provider', 'Member Login', 'Provider Login', 'Search', and a 'Menu' button. The main content area is titled 'Provider Manual' and features a sidebar with a list of sections: 'Section 1: About HPSM', 'Section 2: Customer Support', 'Section 3: Member Complaints', 'Section 4: Claims', 'Section 5: Provider Disputes', 'Section 6: Ancillary Services', 'Section 7: Utilization Management', 'Section 8: Provider Services', and 'Section 9: Quality Improvement'. The main content area has a heading 'About the Provider Manual' followed by a paragraph explaining the manual's purpose and a section titled 'Download the Manual' with a link to the 2022 version.

There were also two big changes to the manual effective January 1, 2022 you will want to review:

- HPSM will no longer manage the pharmacy benefit for Medi-Cal members. Members can call Magellan 24 hours a day, seven days a week at **800-977-2273**.
- Dental care will be a covered benefit under the HPSM Medi-Cal managed care contact. For dental services, use **650-616-2106** or dental@hpsm.org. For dental referrals, please dial **650-616-1522**.

For questions, please contact our Provider Services department at PSInquiries@hpsm.org.

Thank you,
The Health Plan of San Mateo

1/4/2022