

HEALTH PLAN OF SAN JOAQUIN			
Subject: Provider Directory			
Department: Provider Services			Policy #:
Applies to: MCL, H/F, HK and HCN			Scope:
Effective Date: 12/08/08	Revised Date:	Approved by: <i>Signature on file</i> (Title of Sr. Exec.responsible)	

PURPOSE:

Health Plan of San Joaquin publishes a Provider Directory for each Line of Business (LOB) enabling members to choose contracted providers for services.

- A. Medi-Cal (MCL) Directory published on a semi-annual basis.
- B. Healthy Families (HF) Directory published annually.
- C. Healthy Kids (HK) Directory published annually.
- D. Healthy Connections (HCN) Directory published

POLICY:

- A. HPSJ publishes a **MCL** Provider Directory on a semi-annual basis, May and November.
 - 1. Each **MCL** Provider Directory contains information on contracted PCP's, Allied Health, Specialists, Institutions, Pharmacies, Laboratories, Ancillary and Family Planning providers.
- B. HPSJ publishes a **HF** Provider Directory on an annual basis in January.
 - 1. Each **HF** Provider Directory contains information on contracted PCP's, Allied Health, Specialists, Institutions, Pharmacies, Laboratories, Ancillary, Mental Health and Family Planning providers.
- C. HPSJ publishes a **HK** Provider Directory on an annual basis in September.
 - 1. Each **HK** Provider Directory contains information on contracted PCP's, Allied Health, Specialists, Institutions, Pharmacies, Laboratories, Ancillary, Mental Health and Family Planning providers.

- D.** HPSJ publishes a **HCN** Provider Directory on an annual basis in February.
1. Each **HCN** Provider Directory contains information on contracted PCP's, Allied Health, Specialists, Institutions, Pharmacies, Laboratories, Ancillary, Mental Health and Family Planning providers.

PROCEDURES:

- A.** HPSJ publishes and distributes the Provider Directory to provide members and providers with current information and changes in the HPSJ network.
- B.** Members or other requestors can receive the HPSJ Provider Directory through the following:
1. MCL members will receive a Provider Directory in the pre-enrollment packet from Health Care options.
 2. MCL members will receive a Provider Directory in their welcome packet sent from the mailing vendor.
 3. All other members will receive a Provider Directory in their welcome packet mailed directly from HPSJ on a weekly basis.
 4. All newly contracted providers will receive a Provider Directory for each LOB during their initial new provider in-service performed by the HPSJ Provider Services Department.
 5. Members, potential members, providers or any other requestor may contact HPSJ customer service directly at (800) 932-7526 to receive a Provider Directory.
- C.** HPSJ Provider Directory contains information regarding HPSJ's network providers. The information contains the following elements including but not limited to:
1. Name (DBA)?
 2. Group Name
 3. Physical Address, City and Zip Code
 4. Phone Number
 5. Office Hours
 6. Affiliated Hospitals
 7. Languages spoke at provider sight (other than English)
 8. Specialty
 9. Provider's Sex (male or female)
- D.** The Provider Directory also includes instructions for Members on how to use Directory for selecting a practitioner.

E. Any errors in the information listed should be reported to Provider Services in order to verify and correct for updated Directories.

REFERENCE:

A. Provider Manual

B.

C.

<i>Created by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>
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