

September 1, 2020



PROVIDER ALERT

To: HPSJ Providers, Practices (PCPs & Specialists), Hospitals & Ancillary Facilities
From: Health Plan of San Joaquin
Subject: **Requirements – Office Closure/Re-Opening Notifications**
Business: **Medi-Cal** Managed Care

We are intensely aware of the difficult position medical offices are enduring, as each takes steps to keep their teams and patients safe.

Each day HPSJ is required to report to the Department of Health Care Services (DHCS) those provider offices that are closed and those offices that have re-opened due to the COVID-19 pandemic.

Under this requirement, HPSJ must be notified immediately, so we can inform DHCS about the closure/re-opening status of each provider office and medical facility that is contracted with HPSJ.

HPSJ COVID-19 Temporary Provider Office Closure & Re-opening Form –

- Please see the attached form.
 - This form will need to be filled out and faxed to us if you need to close your doors.
- Secure Fax: (209) 461-2565

Telehealth & Telephone

If you continue to triage patients by phone and/or telehealth, we do **NOT** consider your office doors closed for business, therefore no closure form needs to be submitted.

We want to be sure that we have an effective way of communicating if your office needs to take further steps to keep you and your teams safe. Our Provider Services team remains available to you during office hours at 209-942-6320.

A Provider COVID-19 page has been established on our public Provider site at <https://www.hpsj.com/covid-19-provider-information/>

Attached: Temporary Provider Office Closure & Re-opening Form (1 page)

COVID-19 Temporary Provider Office Closure & Re-opening Form

Please FAX the following information to HPSJ Provider Services (209) 461-2565

Clinic/Provider Name:		Date of Closure:	Re-Opening Date:
Office Closure Address:		City:	County:
Reasons for Closure:			
Plan for Re-Opening:			
Approximate Number of HPSJ Patients Affected:		Are the Patients Being Redirected? If so Where?	
How Many Providers Affected at this Location?	How Many Staff Members Affected at this Location?	Additional Information:	

Is there anything HPSJ can do to assist you at this time?

Health Plan of San Joaquin is dedicated to providing all members the best health care available in the most effective and efficient manner. Thank you for being a valued partner. If you have questions, please contact our Customer Service Department at 209-942-6320.

REMINDER – If not already submitting your billings electronically (EDI) and not receiving your payments deposited directly into your bank account (EFT) and receiving your remittance advice (RA) electronically (ERA), please call your Provider Services Representative today. By signing up for EDI, EFT and ERA services, you typically receive your payments 2-3 days sooner instead.