

DATE

«Firs_Name» «Last_Name»

«Address1»

«City», «State» «Zip»

RE: Notice of Main Doctor Re-assignment
STANISLAUS COUNTY HSA HUGHSON MEDICAL

We are writing with important information. Your primary care physician (PCP), will no longer be a health care provider for Health Plan of San Joaquin. Starting March 1, 2020, you will be reassigned to LIVINGSTON COMMUNITY HEALTH TMO as your Main Doctor (Primary Care Physician, PCP). Don't worry, you will keep your PCP and all your benefits.

LIVINGSTON COMMUNITY HEALTH TMO office address is 2412 3RD ST, HUGHSON, CA 95326. The phone number is (209)850-3500. We will mail you a new Member Card on February 24, 2020. When you get the new card, destroy the old one.

This move will not change your current HPSJ benefits or your ability to get medical care. Any authorizations or referrals you may have can still be used. Your benefits and co-payments will stay the same with the newly assigned doctor. The doctor cannot bill you for covered services and should send claims to HPSJ for payment.

If you are receiving care for one of the items on the list below or have certain services already scheduled after March 1, 2020, you can request permission to continue receiving those medical services. To learn more about continuity of care and eligibility qualifications, please call HPSJ or visit <https://www.hpsj.com/continuity-of-care/> for more information. Please call HPSJ Customer Services Department within 10 business days of receipt of this letter if you are not satisfied with your given PCP, or wish to choose a PCP of your choice, or if you have any questions toll-free 1-888-936-PLAN(7526), TTY 711 or HPSJ website www.hpsj.com.

- Pregnancy
- Treatment for a serious chronic condition
- Treatment for an acute chronic condition
- Treatment that may require prompt medical attention
- Care of a newborn child up to 36 months of age
- Terminal illness
- Surgery or procedure that HPSJ authorize

The Managed Care Operations Division (MCO) Office of the Ombudsman is available to you if you have concerns or questions that cannot be answered or resolved by HPSJ. The Ombudsman Office helps people with Medi-Cal make use of their rights and responsibilities. For more information, contact the Office of the Ombudsman at 1-888-452-8609. The hearing and speech impaired may use the California Relay Service's (TTY) toll-free telephone number (1-800-735-2929).

If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact your HPSJ Customer Service Department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects consumers, by telephone at its toll-free number, 1-888-466-2219, or at a TDD number for the hearing impaired at 1-877-688-9891, or online at www.dmhc.ca.gov.

Health Plan of San Joaquin
Customer Services Department

