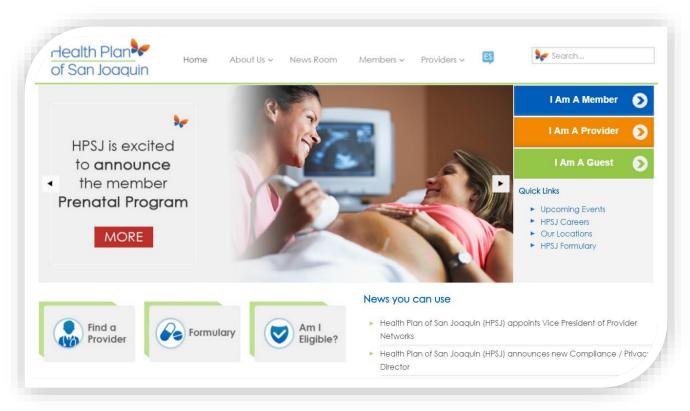
QUICK REFERENCE GUIDE

| Health Plan of San Joaquin 7751 S. Manthey Road French Camp, CA 95231 (Near Stockton) | Hours of Operation Walk-in Access Monday–Friday 8:00am–5:00pm | Main Telephone Number (209) 942-6320 (888) 936-PLAN (7526) |
|--|--|--|
| | Telephone Access | Afterhours |
| | Monday–Friday | Leave a message and your call |
| | 8:00am–6:00pm | will be returned the next |
| | | business day. |
| Health Plan of San Joaquin | Hours of Operation | Main Telephone Number |
| 1025 J Street | Walk-in Access | (209) 942-6320 |
| Modesto, CA 95354 | Monday–Friday | (888) 936-PLAN (7526) |
| (Free Parking at 11 th Street | 8:00am-5:00pm | |
| parking garage with | | |
| validation) | Telephone Access | Afterhours |
| | Monday–Friday | Leave a message and your call |
| | 8:00am–6:00pm | will be returned the next |
| | | business day. |

Check our website for resources and information: www.hpsj.com.





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QUICK REFERENCE GUIDE

| WHAT DO YOU NEED? | CONTACT | |
|--|--|--|
| Authorizations/Referrals | Sign in or register for <u>Doctor's Referral Express (DRE)</u> located on <u>www.hpsj.com</u> . For registration assistance on DRE contact Provider Services at (209) 942-6340 and follow the prompts. | |
| Behavioral Health Services Referrals/Authorizations | Contact by Phone (888) 581-7526 (877) 563-3480 FAX | Contact by Mail Beacon Health Strategies Attn: Claims 5665 Plaza Drive, Ste 400 Cypress, CA 90630 |
| Capitation Payments | Customer Services Department (209) 942-6320 or (888) 936-7526 | |
| Case Management | Case Management Referral Line (209) 942-6352 (Message Line) | |
| Claims Submission | Paper Claims HPSJ PO BOX 839 El Cerrito, CA 94530 | Electronic Claims Office Ally (949) 464-9129 Payer ID: HPSJ1 info@officeally.com Emdeon (877) 469-3263 Payer ID: 68035 |
| Contracting with HPSJ | Provider Contracting Department (209) 942-6320 | |
| Credentialing | Credentialing Department (209) 461-2202 Credentialing1@hpsj.com | |
| Eligibility Verification | Eligibility can be verified through Doctor's Referral Express (DRE) Interactive Voice Response System (209) 942-6303 Customer Service Department (209) 942-6320 or (888) 936-7526 HealthReach Advice Nurse (800) 655-8294 (available 24/7) | |
| Interpreter Services | Customer Services Department (209) 942-6320 or (888) 936-7526 | |
| Provider Services | Provider Services Department (209) 942-6340 | |
| Pharmacy Services | Pharmacy Department (209) 942-6302 | |
| Utilization Management | UM Department: (209) 942-6320 | |



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