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SECTION 4: PROVIDER CONTRACTING

BECOMING A PARTICIPATING PROVIDER

The HPSJ Contracting Department is responsible for recruiting providers. It is also responsible for negotiating financially sound contracts with physicians, medical groups, hospitals, ancillary providers, and other health professionals in order to maintain a comprehensive Provider network.

To begin the contracting process, providers should first review the Credentialing Section of this Manual to determine the credentialing requirements for becoming a Provider. Completing a credentialing application is the beginning of the contracting process for a provider to be added to the HPSJ provider network. In order to receive a credentialing application, please go to the website at www.hpsj.com and submit an electronic request or call (209) 942-6320 and speak with a Contracting Representative.

Once an application is submitted online and reviewed, and the credentialing process initiated, the Contracting Department will follow up by providing the appropriate contract. The Contracting Representative will review any questions providers might have about the contracting process and provide any additional information required. Regardless of the effective date of the contract, providers will not be able to accept assigned Members or referrals from Providers until credentialing has been completed and network acceptance documented.



ADDING A NEW PROVIDER TO AN EXISTING AGREEMENT

When adding a new provider, please provide at least ninety (90) days prior written notice to the HPSJ Contracting Department. Notification of new providers can be delivered by fax to (209) 461-2565, or by mail to:

Health Plan of San Joaquin
Contracting Department
7751 S. Manthey Road
French Camp, CA 95231-9802

To ensure that there is no disruption in obtaining Authorizations and to avoid claims denials, it is imperative that any new provider who joins a Group (that is not delegated for credentialing) is approved by our Credentialing Department prior to providing any services to Members. Please

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review the Credentialing section of the manual for details.

TERMINATING PROVIDERS FROM GROUPS

Groups must give HPSJ at least ninety (90) days advance written notice of any Provider leaving the Group for any reason. In addition, it is critical that Group's comply with the specific termination provisions and notice periods outlined in their Agreements.

CONTINUITY OF CARE OBLIGATIONS OF TERMINATING PROVIDERS

When Providers terminate from the HPSJ network for reasons other than medical disciplinary cause, fraud, or other unethical activity, they must work with HPSJ to ensure the continuation of medical care to the Members assigned to them or otherwise under their care. HPSJ provides Members with advance notice when a Provider they are seeing will no longer be in network. Members and Providers are encouraged to use this time to transition care to other Providers in the HPSJ network.

Providers must continue to provide Covered Services to Members who are hospitalized for medical or surgical conditions or who are under their care on the date of termination. Providers must also continue to provide Covered Services to Members until the Covered Services are completed, or until alternate care can be arranged with another Provider. Providers must ensure an orderly transition of care for case managed Members, including but not limited to the transfer of Member medical records.

FACILITY AND ANCILLARY CONTRACTING

Facility and ancillary providers seeking to contract with HPSJ should contact the HPSJ Contracting Department at (209) 942-6320 and speak with a Contracting Representative. Facility and ancillary providers will be provided with the necessary applications and documents needed in order to move forward in credentialing if this is required.