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## SECTION 1: INTRODUCTION

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### ABOUT HEALTH PLAN OF SAN JOAQUIN

Health Plan of San Joaquin (HPSJ) is pleased to have you as part of our Provider network. We recognize that the strength of our health care programs depends upon strong collaboration and communication with our Providers and their staff.

HPSJ, a not-for-profit health plan initiative for San Joaquin County, has been serving Members and the community since 1996. HPSJ is the leading Medi-Cal Managed Care Plan in San Joaquin and Stanislaus counties. While our service areas currently cover only San Joaquin and Stanislaus counties, our extensive referral network extends well beyond this local area and includes facilities and Providers in other parts of the Central Valley, the Bay Area, and the Greater Sacramento Area.

We currently have two conveniently located offices to serve Members and Providers. For more information, visit our website at [www.hpsj.com](http://www.hpsj.com). Our friendly staff looks forward to serving you!

#### SAN JOAQUIN COUNTY

7751 S. Manthey Road  
French Camp, CA 95231-9802

Phone:  
(209) 942-6320  
(888) 936-PLAN (7526)

#### STANISLAUS COUNTY

1025 J Street  
Modesto, CA 95354-0803

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(209) 942-6320  
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### MISSION, VISION AND VALUES

#### Our Vision

Continuously improve the health of our community.

#### Our Mission

We provide health care value and advance wellness through community partnerships.

#### Our Values

Accountability	Dedication	Diversity	Integrity	Stewardship	Teamwork
We are responsible to others, and accept responsibility for our actions and their outcomes.	We are willing to do whatever it takes to get the job done.	We respect the uniqueness of individuals, and their ideas, thoughts and needs.	We are respectful, trustworthy, and honest in our communications and actions.	We are judicious and prudent in the use of resources with which we are entrusted.	We actively engage, collaborate, and partner with each other.

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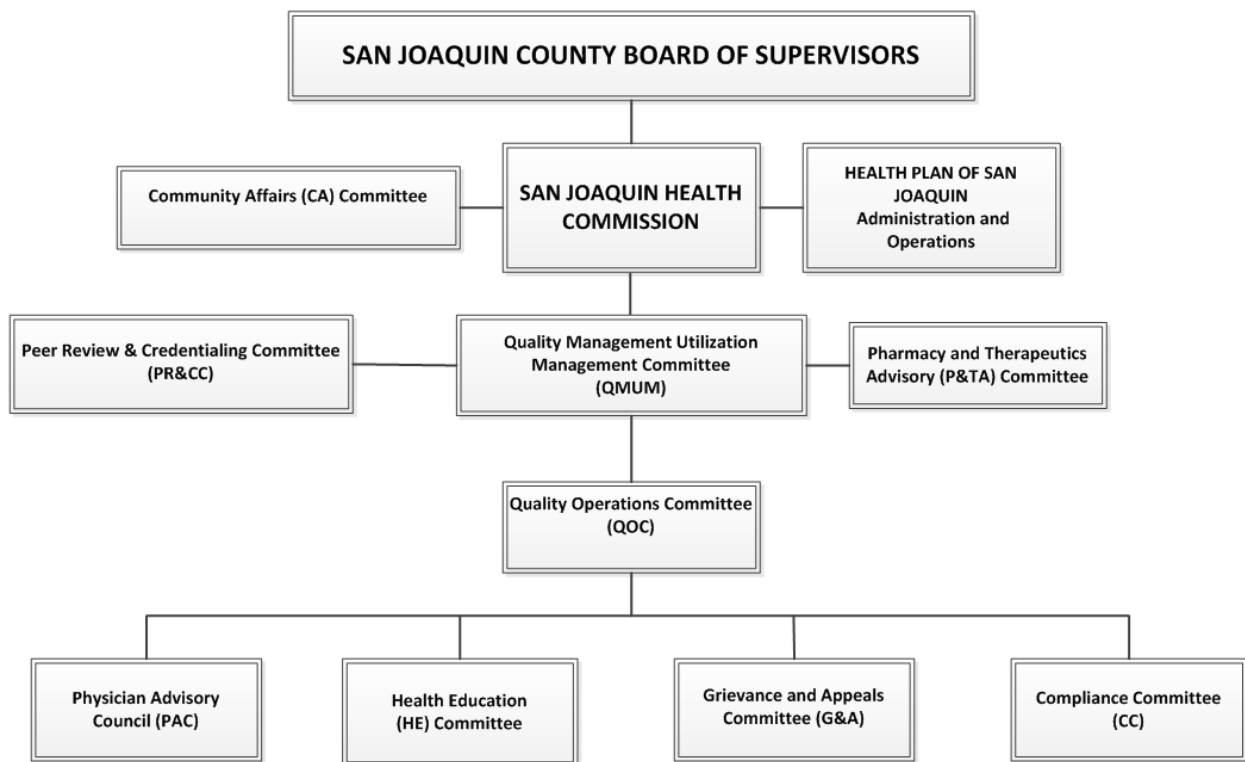
## SECTION 1: INTRODUCTION

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### GOVERNANCE AND COMMITTEES

HPSJ is governed by the San Joaquin County Health Commission (Commission), an eleven (11) member commission appointed by the San Joaquin County (SJC) Board of Supervisors. It is comprised of two (2) SJC Supervisors, the County Administration Officer, the SJC Director of Health Care Services, the Hospital Council representative, community physicians, and local representatives.

HPSJ leadership is accountable to this governing entity. Within this structure are HPSJ's operations and administration:



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## SECTION 1: INTRODUCTION

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### INTENT OF THE PROVIDER MANUAL

The Provider Manual is an extension of the Agreement you have entered into with HPSJ. Certain sections and provisions of this Manual may not apply to all lines of business or products. This Manual in no manner alters or amends the specific provisions of the applicable plan documents.

The Provider Manual will be reviewed and updated at the end of each calendar quarter (at a minimum). We will notify you in writing in advance of any material changes to this Manual which might impact your practice or your Agreement.

If the terms of your Agreement differ from the information contained in this Provider Manual, the Agreement will supersede. In addition, if there are conflicts between the Manual and current State or federal laws and regulations governing the provision of health care services, those laws and regulations will supersede this Manual.

This Provider Manual is intended to be used as a reference guide for Providers and office staff. It includes:

- ✓ Operational Procedures
- ✓ Links to Resources
- ✓ Key Contacts
- ✓ Compliance information

### HOW TO USE THE PROVIDER MANUAL

The Provider Manual has been designed to be easy to search and access through our website. Providers can go to [www.hpsj.com](http://www.hpsj.com) and access the Manual directly online. You can also download it by section or in its entirety. To obtain a copy in other formats, just go to our online portal [Doctor's Referral Express \(DRE\)](#), or call our Provider Services Department at (209) 942-6340 to obtain a copy on a computer disk or other portable media.