

March 31, 2020

PROVIDER ALERT

To: HPSJ Providers, Practices (PCPs & Specialists), Hospitals and Ancillary Facilities
From: HPSJ Provider Services Department
Subject: **Requirements – Office Closure Notifications**
Business: Medi-Cal

As you continue to care for our members during the COVID-19 pandemic, Health Plan of San Joaquin admires your dedication, as well as that of your staff!

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), if any provider offices are closed and cannot see patients due to the COVID-19 pandemic.

Under this requirement, HPSJ must be notified immediately, so we can inform DHCS.

HPSJ COVID-19 Temporary Provider Office Closure 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.
- Have you notified HPSJ that you have implemented telehealth visits?"

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 Form

COVID-19 Temporary Provider Office Closure Form

Please provide the following information and FAX the form to HPSJ Provider Services

Department: (209) 461-2565

Clinic/Provider Name:		Date of Closure:	Estimated Date to Re-Open:
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?

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