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## SECTION 2: BENEFIT PROGRAMS

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### HPSJ MEDI-CAL MANAGED CARE (HMO)

Medi-Cal is California's Medicaid health care program serving children and adults with limited or no income. People eligible for coverage include families, seniors, people with disabilities, children in foster care, pregnant women and childless adults who meet certain income and eligibility requirements. HPSJ provides high quality, accessible and cost-effective health care to Medi-Cal Members through our managed care delivery system which is structured as a health maintenance organization (HMO). Our Medi-Cal product in San Joaquin and Stanislaus counties provides a full range of medical benefits and Covered Services.

A primary advantage for Medi-Cal individuals enrolling in HPSJ is the opportunity to develop ongoing relationships with Primary Care Physicians (PCP) and other Participating Providers (Providers) in a Group or clinic that can support preventative as well as acute care. The primary benefit to Providers is the ability to better coordinate and more efficiently manage Member care by working with a local managed care plan.

### OBTAINING COVERAGE AND EXCLUSIONS INFORMATION

HPSJ covers at a minimum, those core benefits and services specified in the agreement with the California Department of Health Care Services (DHCS). Excluded services will not be reimbursed by HPSJ. To ensure that the services provided to Members are covered, please review the *Medi-Cal Combined Evidence of Coverage and Disclosure Form* for the appropriate year. This document can be found on the HPSJ website [www.hpsj.com](http://www.hpsj.com).

### SERVICES COVERED BY HPSJ

Covered Services refers to the health care services and items HPSJ provides to its Members through its health care programs. HPSJ health care programs currently include Medi-Cal HMO but may also include other health care programs and/or products that HPSJ may offer to individuals or other entities.

The *HPSJ Benefit Dossier* details Medi-Cal Covered Services and items which are administered by HPSJ pursuant with its agreement with DHCS. You can access the *HPSJ Benefit Dossier* by logging onto our online provider portal, [Doctor's Referral Express \(DRE\)](#). If you require assistance in accessing DRE, contact the Provider Services Department at (209) 942-6340. You may also contact the Customer Service Department at (209) 942-6320 or (888) 936-7526 for inquiries regarding Member benefits.

If you are not currently a part of the HPSJ Provider network, you can still access the *HPSJ Medi-Cal Combined Evidence of Coverage and Disclosure Form* on our website. You can also obtain information from the DHCS Medi-Cal Benefits Division at [www.dhcs.ca.gov](http://www.dhcs.ca.gov) or visit the Medi-Cal website at [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov).

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### SERVICES NOT COVERED BY HPSJ

Non-Covered Services typically refer to the following health care services and items:

- Health care services and items which are not the financial responsibility of HPSJ but are covered on a fee-for-service basis by the Medi-Cal Program
- Health care services and items which are not covered by the Medi-Cal program
- Health care services and items which are not covered under any other HPSJ health care program (excluded services)

For a complete list of excluded services for HPSJ's Medi-Cal HMO program, please review the *HPSJ Medi-Cal Combined Evidence of Coverage and Disclosure Form* which is available on the website at [www.hpsj.com](http://www.hpsj.com).