

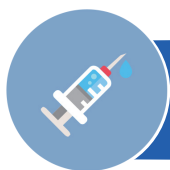
COMING SOON: Improved Payment Experience for Providers

Improved Payment Experience

We think you will be pleased with the new payment system coming this July. Our improved Payment Portal will be available to ALL Providers, with these advantages:

- Online storage for 10 years of all your Remittance Advice and Capitation documents. View online or download in PDF or Excel format - your choice!
- Search using common fields like check number, member-ID, date, etc.
- More choices for how you want to receive payment.
- Streamlined process to receive electronic payment directly to your bank account – if that is what you prefer.
- Support whenever you want it, 24/7!

Look for more information, plus staff training opportunities, as we approach the July switch-over date. Meanwhile, we invite you to check the HPSJ Provider Portal (www.hpsj.com/pay) for current progress as we prepare for this exciting change.



COVID-19 Vaccinations: Special Resources to Support Patients

"Safe COVID-19 vaccines that work really well are a vital part of how we will protect each other from COVID-19 sickness, hospital stays, and deaths. Californians have made amazing sacrifices to slow the spread of COVID-19. These three vaccines (Moderna, Pfizer, and Johnson & Johnson/Janssen) now are among our most valued tools to end the pandemic." **-HPSJ Chief Medical Officer Lakshmi Dhanvanthari, MD.**

Meanwhile, as we await increasing supplies of vaccines, here are some techniques and resources many healthcare providers are finding helpful in their own work to support patients and community.

- **Start from a place of empathy and understanding**
You know well what a stressful time this has been. Listen to your patients and acknowledge their sources of stress. Then take a moment to recognize the positive impact the vaccine will have on them, their family and community. If they need mental health support, you can find help to recommend on the HPSJ.com COVID-19 Resources for Providers page.
- **Assume patients will want to be vaccinated but may not know when**
Provide general information about the vaccine timeline. Ask your team to follow local public health departments on social media to get frequent updates on the vaccination dissemination plan in your county. Counties are also now posting timeline updates to their sites, as well as links to sign up for vaccinations.
- **Give your strong recommendation**
Let your patients know that you recommend the COVID-19 vaccine. As a trusted health professional your patients may look to you to help make this important decision.
- **Listen to and respond to patient questions**
Some patients will have a lot of questions based on what they have heard, including incorrect information. In these cases, listening and then responding builds trust, and a stronger likelihood your advice will be followed.
- **Wrapping up the conversation**
Encourage your patients to take at least one action:
 - Schedule another appointment for their ongoing healthcare
 - Learn more about COVID-19 vaccines from resources that you provide
- **Staying safe**
When it's your turn, please get vaccinated. Until everyone is safe, keep on being a protector; masking, handwashing, and physical distancing.



Stanislaus webpage for [Vaccine Information](#), for [Provider Information](#)

Facebook: [StanEmergency](#), [StanEmergency- Español](#)

Instagram: [@schsa_publichealth](#), [@stancoemergency](#)

Stanislaus county needs volunteers to assist with the vaccine effort.

Licensed volunteers: covid19volunteers@stanoes.com

Non-licensed volunteers: HSAVolunteers@schsa.org

San Joaquin webpage <https://www.sjgov.org/covid19>

Facebook: [San Joaquin County Public Health Services](#)

Instagram: [@sjcphs](#)

For more information visit the [CDC's Official website](#).

HPSJ COVID-19 Provider resource page [Click here to learn more.](#)

 **COVID-19 Vaccinations**
Virtual Briefing & Answers for Providers



The February 2021 [virtual provider briefing](#) gave providers the opportunity to further support their patients with information from Dr. Julie Vaishampayan and Dr. Maggie Park - our two county health officers.

Lead Poisoning Prevention During COVID-19

For children living in homes with lead hazards, the additional time spent at home during the pandemic may be increasing their risk for lead poisoning. Worse, many families are not keeping up with their well-child visits and children are missing important interventions like blood lead tests and immunizations.

Lead can damage a child's brain and nervous system. Lead poisoning is especially dangerous for children under the age of six because of their rapidly growing and developing bodies, and because they absorb more lead through the gastrointestinal tract. It can cause permanent learning and behavioral problems that make it difficult for children to succeed in school.

Children covered by Medi-Cal are required by the federal Centers for Medicare and Medicaid Services (CMS) to receive lead screening tests at:

- **12 months** of age and **24 months** of age
- Or, any child between 24 and 72 months with no record of a previous blood lead screening should receive at least one test

The Medicaid requirement is met only when the two blood lead screening tests identified above (or a catch-up blood lead screening test) are conducted. Completion of a risk assessment questionnaire does **not** meet the Medicaid requirement.

All providers who perform periodic health screenings on members between the ages of six months to six years (i.e., 72 months) must comply with current federal and state laws, and industry guidelines for health care providers issued by the California Department of Public Health's Childhood Lead Poisoning Prevention Branch (CLPPB).

For more details and support information, please see the Provider Alert of February 24, 2021, <https://www.hpsj.com/leading-screening-children>.

While lead paint has historically been the greatest source of lead exposure, children can be exposed to lead from additional sources such as plumbing fixtures, cultural products specific to other regions of the world, and consumer products.

Federal law requires screening of children enrolled in Medicaid (Medi-Cal) for elevated blood lead levels as part of required prevention services offered through the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) program.

All HPSJ members between 0-21 years of age fall within this category.



Coming Soon! Enhanced Provider Dispute Resolution (PDR) Process!



As part of Health Plan of San Joaquin's (HPSJ) continued efforts to ensure each Provider Dispute Resolution (PDR) is appropriately routed for review, HPSJ will be implementing several new enhancements to the PDR process. More details to come. We will keep you posted!



A Provider Super-Support Tool

Bridging the Communication Gap

Do you know trained interpreters can increase member's satisfaction, and improve adherence to medication and treatment plans?

Health Plan of San Joaquin (HPSJ) provides professionally trained, culturally competent interpreters to ensure effective communication between patients and providers, appropriate utilization, and effective use of time during clinical encounters.

As a contracted HPSJ provider, you are required to ensure access to interpretation services for all HPSJ members at medical or non-medical encounters. Providers are asked to discourage family members, friends, or minors from interpreting for patients.

These language assistance services can be provided in three different ways: in-person, over the phone, or video remote interpretation at zero cost to the HPSJ patient. It is best practice to document patient's preferred language other than English in their medical record.

If your patient refuses language services after they are offered, we recommend documenting the refusal in the patient's medical record. Documenting a refusal can protect you and your practice from liability, and also ensures consistency when medical records are monitored through site reviews or audit to ensure adequacy of HPSJ's Language Assistance program.

To schedule an interpreter or translator for your HPSJ patient, please call HPSJ Customer Service at **888.936.PLAN (7526)**, TTY/TDD 711 at least **5 (five) before the appointment**. Customer Service can help Monday – Friday, 8 AM – 6 PM. You can also visit our website at www.hpsj.com/customer-service/ and complete the 'Request an Interpreter' form.



¿Como puedo ayudarte?

Como posso ajudá-lo?

Paano kita

matutulungan?

How can I help you?

Main tumhaaree

madad kaise kar

sakata hoon?



To use face-to-face language services, please contact us:

- **Five (5) to seven (7) business days in advance, for any language translation needs**
- **Ten (10) business days in advance for American Sign Language (ASL) interpreter needs**

When your office cancels or reschedules a patient's appointment, and a language translator or interpreter was scheduled, please call HPSJ right away so we can cancel the interpreter and reschedule. Each month we are billed for cancelled appointments - please help us minimize waste.

Please remind the patient to call HPSJ Customer Service right away to cancel their scheduled interpreter should they need to cancel an appointment at 888.936.PLAN (7526), TTY/TDD 711).

Member Incentives Program Updated, January 2021



We reward our members for taking steps to be healthier. Health Plan of San Joaquin is excited to remind you of our incentives program to encourage your HPSJ patients to stay on schedule with their yearly checkups and routine exams.

MyRewards is for selected HPSJ members who have not visited their doctors or stayed current with their health exams and checkups. HPSJ checks member's proof of visit and sends an email to the member with a link to a reward gift card. Members also have the option of receiving the gift card through mail.

As of January 2021, we have added **Breast Cancer Screening (BCS)** to focus on women over 50 who have not completed an exam, and **Well-Child visits for children ages 3-21** years so they will stick with timely appointments for their preventative health care.

Let your HPSJ patients know. Members can learn more at www.hpsj.com/myrewards. There, they can see if they qualify to receive a \$25 gift card based on the following exams:



Well-Child visits for 3-21 years (WCV) **NEW**



Well-Child visits, (6) in the first 15 months of life (W15)



Well-Child visits, (2) between 15-30 months (W30)



CDC HbA1c testing (CDC-H9)



Timeliness of Prenatal Care (PPC-Pre)



Breast Cancer Screening (BCS) **NEW**



Cervical Cancer Screening (CCS)

Your partnership with HPSJ for this program is so appreciated! Encourage members to get the care they need.

Thank you in advance for encouraging HPSJ patients to get the timely care that can improve their health. Your **myRewards** support also helps us implement care and data strategies for MCAS (Managed Care Accountability Set) measures. MCAS is an essential building block of the HPSJ Quality Initiatives.

Questions? Contact your Provider Services Representative or call 209.942.6340 Monday - Friday 8:00 AM - 5:00 PM.



Well-Child Visits - More HPSJ Support for Safely Reopening Practices

Last fall, HPSJ sent postcards to parents to encourage them to keep up with their children's preventative health care, including age-based immunizations.

Now, HPSJ has started Phase II of our **Early and Periodic Screening, Diagnostic and Treatment (EPSDT) preventive care outreach efforts.**

We have been calling all HPSJ parents with children between ages 3-6 years who have not been in to see their doctor in the past six months.

Postcards were also sent to HPSJ parents of members 3-6 years old as a helpful reminder that they missed:

- A preventive health-check
- Lead screening
- Required immunizations



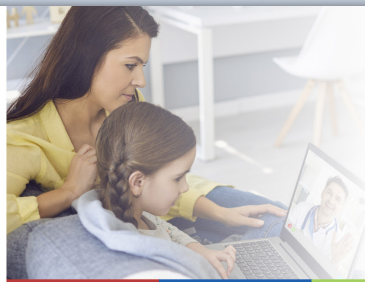
Please know these parents will be getting a call and receiving this postcard to encourage them to make an appointment. We are also describing what to expect as their healthcare provider safely sees patients.

Time for your child's check up!



Your child's doctor is taking steps to keep you and your family safe during your visit:

- Wearing masks
- Using hand sanitizer
- Washing hands often
- Space between patients in the waiting room



Some visits can be done over the phone. All visits are no cost to you. Call your child's doctor to ask about telehealth.

Health Plan
of San Joaquin

Jane Patient
123 Healthy Way
Modesto, CA 95350

This class of SGLT-2 Inhibitors - What's Promising. What to Watch Out For.

The selective sodium-glucose cotransporter type 2 (SGLT2) inhibitors are among the newest oral medications for the treatment of type 2 diabetes. There is now good evidence that these medications positively affect diabetes management beyond glycemic control. **As a class, they reduce progression of diabetic nephropathy and reduce heart failure hospitalization.**

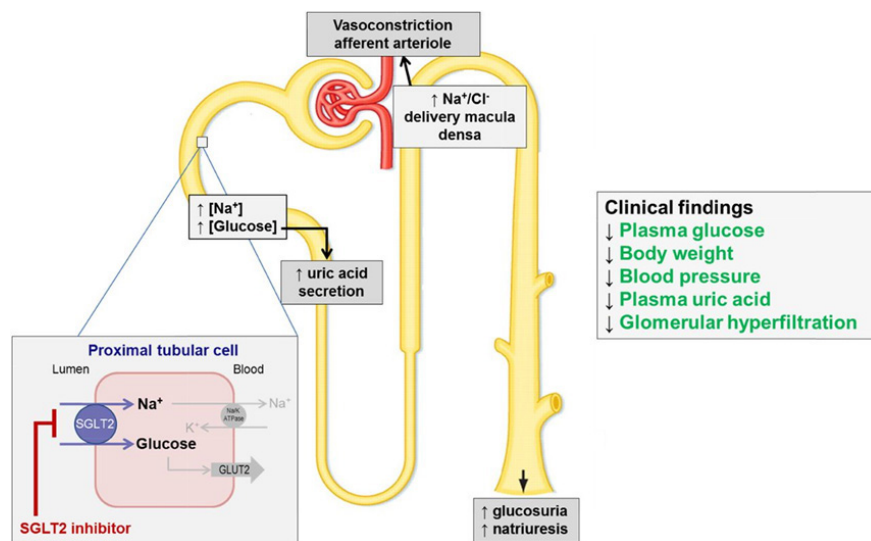
There are three medications from this class on the HPSJ formulary: empagliflozin, canagliflozin, and dapagliflozin. Empagliflozin has shown an additional benefit of a statistically significant decrease in cardiovascular death. Additional benefits of SGLT2 inhibitors include weight loss, reduction in blood pressure, and reduction in uric acid levels which can be beneficial for patients with gout.

SGLT2 inhibitors reduce blood glucose by blocking the reabsorption of filtered glucose in the proximal tubules of the kidneys (see figure). Along with glucose, the reabsorption of filtered sodium is also blocked, and this leads to one of the proposed mechanisms for the favorable effects on nephropathy and heart failure. The increase of sodium in the renal collecting system results in increased delivery of sodium to the macula densa and increased natriuresis (see figure).

The sodium effect at the macula densa causes constriction of the afferent arteriole leading to decreased intraglomerular pressures and thus slowing progression of nephropathy. The increased natriuresis and accompanying diuresis decrease intravascular volume and lower blood pressure which are favorable in heart failure.

Metformin remains the first-line oral medication for treatment of type 2 diabetes with a 1 to 2-point reduction in hemoglobin A1C. **SGLT2 inhibitors** show a 0.5 to 0.7-point reduction and should be considered as the second oral medication in type 2 diabetes patients with heart failure or chronic kidney disease. **Empagliflozin** specifically should be considered in patients with atherosclerotic cardiovascular disease. These recommendations are consistent with the latest practice guidelines from the ADA.

Warnings. SGLT2 inhibitors have been associated with increased risk of acute kidney injury, DKA, hypotension, bone fractures, and amputations. Kidney function must be monitored, and they should generally be avoided when GFR is less than 30. SGLT2 inhibitors should also be avoided in patients at risk for foot amputations which include those with significant neuropathy, vascular disease, and history of diabetic foot ulcers. Because of the increased risk of DKA, they should not be used to treat type 1 diabetes.



Protecting Patient Health Data in the Age of COVID-19

Adapting to new ways of doing business is now the "new normal." During this pandemic, we are fortunate that technology and even remote work opportunities are available to many healthcare providers. But with these opportunities come greater challenges and responsibilities around patients' PHI (Protected Health Information). Now is the time to assess the risks in your key electronic information systems.

By gauging potential risks to patients' PHI, you will be more likely to find system weaknesses before outside bad actors. This is how you can make timely fixes:



The U.S. Department of Health and Human Services has these three easy steps to help you get started.

1

Determine where there might be vulnerabilities to PHI exposure and take immediate, appropriate action to address any security gap.

2

Document your risk analysis, the security measures required, and the rationale for adopting those measures.

3

Maintain continuous, reasonable, and appropriate security protections, including regular staff education on best data security practices.

When in doubt about how to protect your electronic PHI, reach out to HPSJ's Compliance Department at, (855) 400-6002. We are here to support you in your HIPAA Privacy and Security Compliance efforts.

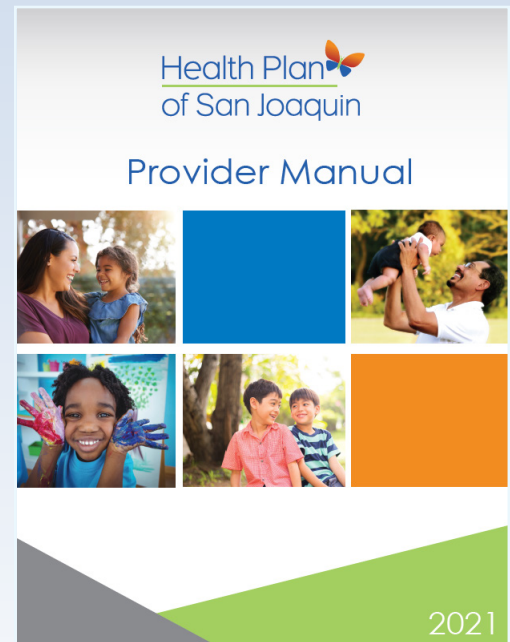


Provider Manual - A Useful Guide, in Chaotic Times

HPSJ has updated the [Provider Manual](#) to reflect the current standards and guidelines. This change will be effective April 1, 2021. The Provider Manual is intended to be a useful guide for participating providers/ practitioners with HPSJ. The Provider Manual can be accessed through HPSJ's secure portal, Doctor's Referral Express (DRE) or HPSJ website.

Health Plan of San Joaquin is pleased to have you as a part of our provider network. We recognize that the strength of our health care programs depends upon strong collaboration and communication with our providers, practitioners, and their staff. The Provider Manual is intended to be a useful guide for participating providers/practitioners with HPSJ.

For the purpose of [the Provider Manual](#), “provider” refers to health care practitioners and providers including any physician, nurse, other health care practitioner, hospital, ancillary provider, or other person or institution that furnishes Covered Services.



[VIEW OR DOWNLOAD](#)

View or download individual sections [by clicking here](#).



Roster/Data Validation

As part of the state mandated regulations, health plans must validate information from our providers at a minimum of every 6 months. We will be sending reminder notices to provider offices prior to the data needing to be validated.

Note - Failure to respond will result in the provider being removed from the provider directory.