



TIME IS
RUNNING
OUT!

Avoid Payment Delays

Health Plan of San Joaquin is transitioning to a new payment system this fall. To ensure a smooth transition, we will be sending more information to help you switch to the new payment system.

We are asking the following:

At your first convenience, we need the email address of the person at your practice authorized to make decisions about claims, payments, and bank account information.



Please provide this information at www.hpsj.com/paycontact.

Questions?

Please see www.hpsj.com/pay, or call the HPSJ Provider Services Team at **888.936.PLAN (7526)**.

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Providing Quality Care For Your Patients

Additional Rewards for Doing What You Enjoy Most

Health Plan of San Joaquin builds healthier communities by investing in prevention. We have tools to help you identify your HPSJ Medi-Cal patients due for services. Our Provider Services team will partner with your staff to achieve optimal results.



Thank you for supporting the health of our members and the community.

Quality Improvement Measures - HEDIS®	Description for Providers - HEDIS® Measure	Incentive Per Measure*
Breast Cancer Screening (BCS)	Women 50 - 74 years of age who had a mammogram to screen for breast cancer.	\$50
CDC-HbA1c Test (CDC-H9)	Comprehensive Diabetic Care: HbA1c >9.0%	\$50
Cervical Cancer Screening (CCS)	CCS women 21-64 years of age who were screened for cervical cancer.	\$50
Childhood Immunization Status Combination 10 (CIS)	Children received Combination 10 vaccines by age 2.	\$50
Controlling High Blood Pressure (CBP)	Adults 18-85 years of age who were diagnosed with hypertension and whose blood pressure was adequately controlled (<140/90 mmHg).	\$50
Immunizations for Adolescents Combination 2 (IMA)	Adolescents received Combination 2 vaccines by age 13.	\$50
Initial Health Assessment (IHA)	IHA is first 120 days after enrollment into the plan.	\$50
Well-Child Visits (W30)	Well child visits in the first 30 months of life.	\$50
Well-Child Visits 3-21 (WCV)	Annual well child visit for 3-21 year olds.	\$50

The Earning Potential Continues with VBP

Health Plan of San Joaquin is excited to partner with you on the DHCS Value Based Payments Program (VBP). This program provides supplemental payments to providers for meeting specific measures such as:

- Prenatal/Postpartum Care
- Early Childhood Prevention
- Chronic Disease Management
- Behavioral Health Integration

For more information on provider incentive programs, including details on participation and eligibility:

[Click Here](#)



If you have any questions please contact your HPSJ Provider Services Representative at 888.936.PLAN (7526). or by email at ProviderServicesDepartment@hpsj.com.



Childhood Development – Survey Invitation and Prop 56 Information

Developmental screening is the use of a standardized set of questions to see if a child's motor, language, cognitive, social, and emotional development are on track for their age.

National guidelines recommend developmental screening for all children at 9 months, 18 months, and 30 months of age, and as medically necessary when risk is identified on developmental surveillance.

All children enrolled in Medicaid are entitled to receive developmental screenings as it is a required service for children under the Medicaid Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit.

Policy

Effective Date: January 1, 2020

- Target Population: Children up to age 30 months (excludes those dually eligible for Medicare and Medi-Cal)
- Provider Types: All
- CPT Code: 96110 (without modifier KX)
- Rate: \$59.90 (Value Based Payment reimbursement rate)

Reimbursement

- Health Plan of San Joaquin (HPSJ) will reimburse providers for developmental screenings with funds from the California Healthcare, Research and Prevention Tobacco Tax Act of 2016 (Proposition 56).
- The Fiscal Year 2019 – 2020 Governor's budget included funds to be allocated for payments to support developmental screenings for children enrolled in full-scope Medi-Cal coverage under the **Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit.**



PARTICIPATE IN OUR SURVEY

HPSJ is inviting you to participate in an assessment of our provider network and the use and efficacy of Childhood Development screening tools. Please participate in the survey located at <http://www.hpsj.com/form-view/54>.

If you have questions, please contact our Quality Management Department at quality@hpsj.com

NEW! Resource for Provider Partners

HPSJ Provider Billing and Resource Guide

The Provider Billing and Resource Guide provides information to help the billing staff of our contracted physicians, hospitals, and other healthcare practitioners.

This NEW Provider Billing and Resource Guide:

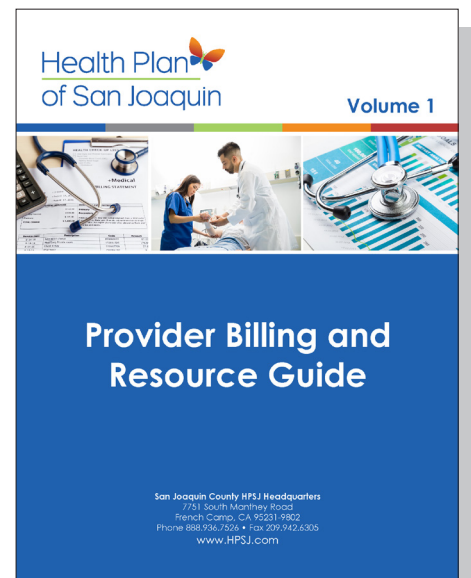
- Includes HPSJ's policies and procedures
- Lets you view comprehensive Other Health Coverage (OHC) and Coordination of Benefits (COB) information
- Gives you timely filing guidance
- Lists billing requirements and processes to file provider disputes

The guide is intended to:

- Present useful information and guidance to Providers
- Strengthen the current directives that apply to Providers
- Help Providers understand our processes and procedures

Health Plan of San Joaquin will update information periodically and as needed. Providers will be notified when an updated version becomes effective and the online version is available. The content of the manual is subject to change without notice. We post updates through our Provider Alerts, which can supersede information in this guide.

If you have questions, please contact your Provider Services Representative, or call our Customer Service Department at **888.936.PLAN (7526)**.



Providers can find our NEW Provider Billing and Resource Guide at www.hpsj.com/provider-billing-and-resource-guide.

Virtual Look & Learn: Quality Measures

Health Plan of San Joaquin will be holding a virtual Provider Look and Learn event on August 19, 2021 from 12:30 pm – 2:00 pm.

Topics include:



Well Child Visits (WCV/WCC)



Pediatric Behavioral Health



Childhood and Adolescent Immunizations (CIS/IMA)



Follow-Up Care for Children Prescribed ADHD Medication (ADD)

We look forward to your participation!



REGISTER NOW



Cultural Competency Training

Required Annual Training

As part of provider education for the Medi-Cal program, Health Plan of San Joaquin is required to provide annual Cultural Competency and Sensitivity Training to our participating provider network and delegated entities.

The training is mandated by California's Department of Health Care Services (DHCS) and the federal Centers for Medicare and Medicaid Services (CMS) to ensure providers and delegated entities are meeting the unique and diverse needs of all members.

Per federal guidelines, Cultural Competency and Sensitivity Training will be noted in the Provider Directory. Providers that have taken a training receive a Cultural Competency designation - please see below for attestation instructions.

HPSJ has adopted policies and procedures that are consistent with the National Standards (i.e., DHCS and California's Department of Managed Health Care) for Culturally and Linguistically Appropriate Services (CLAS). These aim to ensure that HPSJ members receive:

- Effective and respectful care in a manner compatible with their cultural health beliefs and practices
- Preferred language at every medical and non-medical encounter

Training Resources Available for You

To help you become more culturally and linguistically competent in providing care to HPSJ patients, please go to www.hpsj.com/cultural-competency-training for the following downloadable training materials:

- Seniors and Persons with Disabilities
- Healthcare for Lesbian, Gay, Bisexual & Transgender People
- Cultural Competency Training for Healthcare Providers: Connecting with your patients
- Cultural Competency and Patient Engagement

Attestation Process

All attestation must be signed to acknowledge you have reviewed the materials and the Cultural and Sensitivity Training. Signed forms are due November 30, 2021.

Office Managers & Clinic Administrators may attest on behalf of all providers at their clinic site if they conduct in-house training or participate in a training from another health plan.

For questions, please contact
Provider Services at **888.936.PLAN (7526)**.

COVID-19 Medication Management

There are only a few medications that have obtained Emergency Use Authorization (EUA) from the FDA to treat COVID-19 in the ambulatory population. Many trials are still ongoing, and therapies will continue to change as data is collected.

For your convenience, Health Plan of San Joaquin's Pharmacy Department has created a document with all current FDA authorized treatment options for COVID-19 outpatient management.

You can access the document at www.hpsj.com/pharmacy-announcements.

Are you Facing Burnout?

Support Primary Care Professionals

Health Plan of San Joaquin (HPSJ) is a partner of the California Improvement Network (CIN), a collaboration of safety-net providers and community health professionals dedicated to identifying strategies for improving care delivery.

The new issue of CIN Connections offers practical insights to improve care delivery from health care leaders grappling with increased levels of burnout, trauma, and moral injury within the primary care workforce.

Read about the efforts of health care leaders, including HPSJ, to adapt amid the pandemic to better support providers and address emerging workforce challenges. HPSJ's Provider Partnership Program and other strategies to meet the evolving needs of our providers are highlighted in the new issue of CIN Connections (page 13).



HPSJ's regular and consistent communication with providers during the pandemic reinforced the plan's goal to listen to and to respond to the needs of care providers. Next, HPSJ plans to better leverage their existing Provider Partnership Program; incorporate ways to advocate for providers, particularly around areas of dissatisfaction; and include providers in discussions and decision-making processes regarding new regulations, requirements, and processes that will impact their daily work.

See this helpful issue of CIN Connections, along with other valuable provider resources from California Health Care Foundation, at <https://bit.ly/3y5XTzm>. Also, see the CIN conference video on presenting approaches for "creating a workplace where it's okay to not be okay, to talk about feelings, and to get support."

Thriving Partnerships

Dr. Geny Burgos' practice in San Joaquin County is a part of HPSJ's Provider Partnership Program. Dr. Burgos' clinic has been serving HPSJ members since 1998 – a total that has now reached over 3,000.

Dr. Burgos and staff have a strong proactive approach to members' health care needs. Her staff says, "Dr. Burgos treats each member as an individual and not just a number."

Patients are saying, "Staff treats everyone with respect. Dr. Brugos is attentive to her patient's needs and is always friendly and understanding."

HPSJ is proud to spotlight Dr. Burgos and her staff and we look forward to many more years of partnership in serving HPSJ members and the community!



Pictured above: Dr. Geny B. Burgos (bottom center), Yesenia Lopez, Lisbeth Sanchez, Ana Treto and Lynette Gutierrez