

Rx Transition: HPSJ to Medi-Cal

Pharmacy Benefit for Medi-Cal Members

WHAT YOU NEED TO KNOW

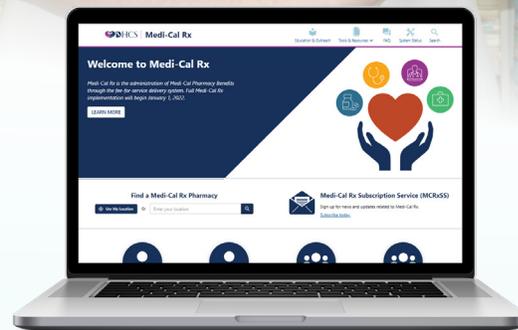
Effective January 1, 2022 Health Plan of San Joaquin (HPSJ) **pharmacy benefits will be transitioned to and administered by Medi-Cal Rx.** After this date, ALL outpatient pharmacy drugs will be covered by Medi-Cal Rx.

How To Prepare Now

- 1 Register and receive training from DHCS** for the secure Medi-Cal Rx Provider Web Portal, <https://medi-calrx.dhcs.ca.gov/home>.
- 2 Review online** www.Medi-CalRx.dhcs.ca.gov:

 - Medi-Cal Rx Pharmacy Transition Policy
 - Contract Drug List (CDL)
 - List of covered pharmacy providers
- 3 Create a plan** for your HPSJ patients' medications starting January 1, 2022. The Department of Health Care Services has created a transition plan to ensure that coverage for beneficiaries' medication will continue from January 1, 2022. This includes submission of prior authorizations for outpatient pharmacy drugs to Medi-Cal Rx starting on January 1, 2022.
- 4 Call** if you have questions:

 - Before January 1, 2022:** Medi-Cal Member Help Line, 1-800-541-5555 TTY/TDD 711, Monday through Friday, 8 am to 5 pm.
 - As of January 1, 2022,** Medi-Cal Rx Call Center Line, 1-800-977-2273 TTY/ TDD 711, 24/7, or visit www.Medi-CalRx.dhcs.ca.gov





Reimbursement for Developmental Screenings

Keeping Child Development On Track

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 screening as it is a required service for children under the Medicaid Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit.

Reimbursement

- In addition to Health Plan of San Joaquin's (HPSJ) Provider Incentive Program, 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 for developmental screenings for children enrolled in full-scope Medi-Cal coverage under the **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) *Payment per contract*
- Rate: \$59.90 (Value Based Payment reimbursement rate)
This is in addition to HPSJ's Provider Incentive Program rate

If you have questions, please contact our Quality Management Department at quality@hpsj.com or visit our website for more information: <https://www.hpsj.com/provider-incentives>.



PARTICIPATE IN OUR SURVEY

If you have not done so already, please take a few minutes to complete an assessment of our provider network and the use and efficacy of Childhood Development screening tools. You can locate the survey here.

<https://tinyurl.com/5u9pkvcr>

[Take Survey Now](#)

We look forward to your participation!

Required Lead Screenings for Youth

The effects of lead exposure never go away. Even trace lead levels in the blood have been shown to affect IQ and the ability for children to pay attention.

Prevention and early detection in children are the best strategies to identify, educate and treat children and families affected by lead exposure.

Federal law requires periodic screening in children for elevated blood lead levels.

Health Plan of San Joaquin (HPSJ) now has lead screening "Gap Reports" available to assist Primary Care Providers (PCPs) in identifying their patients that have not had age appropriate blood lead screening. HPSJ Provider Services Representatives can assist you with obtaining a quarterly report for your office to use in outreaching to HPSJ members assigned to your practice.

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 blood lead screening test should receive at least one test

The California Department of Public Health has enacted landmark legislation to prevent childhood lead poisoning. **For more information from the Childhood Lead Poisoning Prevention Branch, click here** <https://www.cdph.ca.gov/Programs/CCDCPHP/DEODC/CLPPB/Pages/CLPPBhome.aspx>

Primary Care Providers are responsible to provide oral or written anticipatory guidance to parents or caregivers about lead exposure risks at every exam and document parent or caregiver refusal for screenings. Together we can identify and reduce the risks associated with childhood blood lead exposure.

DHCS' Value Based Payment incentive covers blood lead screening. **For more information on the Blood Lead Screening Incentive click here** <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-014.pdf>





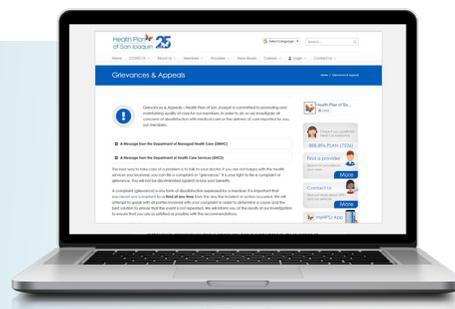
The Role of the Health Plan

Health Plan of San Joaquin (HPSJ) is charged with maintaining quality of care for our members and must investigate, or follow through, concerns of medical care or delivery of care. The HPSJ Quality Management (QM) Department is tasked with monitoring and investigating member complaints, also known as grievances, in a timely manner by both the Department of Health Care Services (DHCS) and the Department of Managed Health Care (DMHC).

Members have the right to file complaints with either HPSJ or DHCS/DMHC for investigation and resolution. If providers are unable to quickly address an issue raised by a member, providers should provide the member with information on how to file a grievance or appeal with HPSJ.

Member Grievance and Appeals forms in both English and Spanish, can be obtained by contacting HPSJ or through the HPSJ website at <https://www.hpsj.com/grievances-appeals/>

Upon receipt of the grievance or appeal, HPSJ begins processing the grievance or appeal pursuant to its Member Grievances and Appeals policies and procedures.



What is a Grievance?

A Grievance is a written or oral expression of dissatisfaction regarding the Plan or Provider, about any matter other than an Adverse Benefit Determination.

- Grievances may include, but are not limited to, the quality of care or services provided, aspects of interpersonal relationships such as rudeness of a provider or employee, and the beneficiary's right to dispute an extension of time proposed by the MCP to make an authorization decision.
- A complaint is the same as a Grievance. When the MCP is unable to distinguish between a Grievance and an inquiry, it shall be considered a Grievance.

What is an Appeal?

An appeal is a review of a request for a health care service that was previously denied, delayed, or modified by HPSJ.

What is an Inquiry?

An inquiry is a request for information that does not include an expression of dissatisfaction.

- Inquiries may include, but are not limited to, questions pertaining to eligibility, benefits, or other MCP processes.

HPSJ's QM Department will send formal grievance letters by fax, encrypted email, or by certified mail if no other option exists. On rare occasions, an HPSJ Provider Services Rep may deliver the grievance letter as well if other options fail.

Providers must respond to HPSJ staff by the requested due date in the grievance letter or as expeditiously as possible in order for HPSJ to provide members with a resolution within 30 calendar days for standard grievances, or 3 calendar days for expedited grievances, as required by law. Please ensure that your staff are aware to contact HPSJ's QM Department if more time is required to internally investigate and prepare a response. Failure to reply timely can result in a negative determination against your practice/facility and can result in disciplinary action.

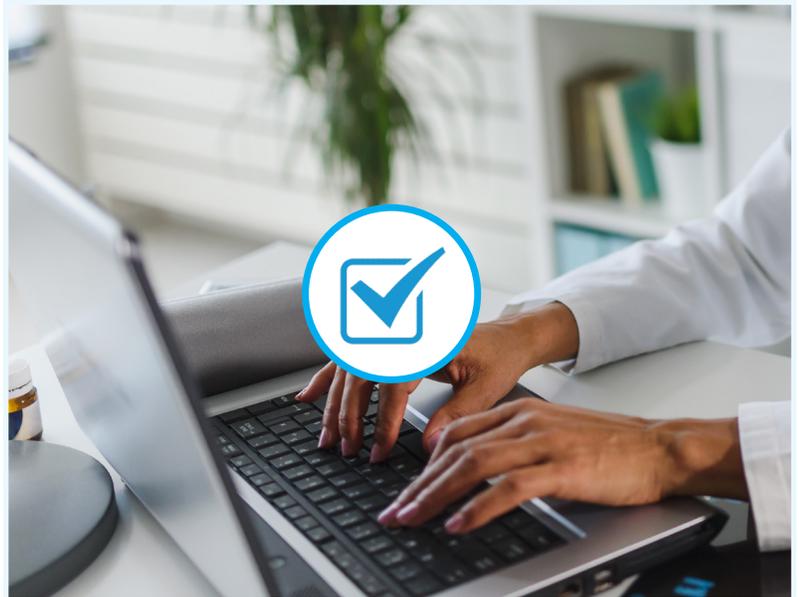
Discrimination is Prohibited – Providers are prohibited from discriminating against a HPSJ member on the grounds that the member filed a grievance or appeal. 28 CCR § 1300.68(b)(8).



Data Validation Improvements

Health Plan of San Joaquin (HPSJ) strives to make sure that we have the most current provider network information available to our members on a regular basis. In doing so, we have been making improvements in the Provider Data Validation process to enhance accuracy and compliance.

We rely on good communication with every provider we are contracted with to obtain validation of the provider data associated with your practice/clinic as required by regulators.



It is a requirement that provider data be validated every six (6) months or as often as changes occur. The HPSJ Provider Services department will notify providers through a letter mailed to your site that it is time to update data on your site. Provider sites will have thirty (30) days from the date of the letter to comply with provider data updates by using the HPSJ Roster Template when reporting data during the required validation process.

According to Senate Bill 137, failure to comply with validating data with the health plan could result in your data being temporarily removed from the HPSJ directory until it is resolved. This could also result in a delay of payment or reimbursement of claims.

If we work together on this data validation effort, we can avoid any data suppression and payment delays. The Provider Services department is always available to answer questions and assist any way we can.

The HPSJ Roster Template is available on our website at www.hpsj.com and once completed it can be emailed to: providernetworks.verification@hpsj.com

Spring / Summer 2021
Primavera / Verano 2021

Choose your doctor today!
Visit www.hpsj.com/find-a-provider
¡Elija un doctor hoy!
Visite: miembros.hpsj.com/busqueda-de-proveedores

Provider Directory
Directorio de Proveedores

Health Plan
of San Joaquin

Check. Change. Control. A Members Way to Good Health

Health Plan of San Joaquin (HPSJ) and the American Heart Association are pleased to bring the community the **Check. Change. Control. program**. High blood pressure continues to be a serious concern with more than 116 million American adults who have high blood pressure - 75% of which do not have their blood pressure under control. This puts them at greater risk of heart disease and stroke and serves as a deadly risk factor for COVID-19.

The Check. Change. Control. high blood pressure control program is a 16-week experience. The experience focuses on building and strengthening habits across four areas critical to improving blood pressure control:

Blood pressure self-monitoring

Healthy eating

Mental and emotional well-being

Physical Activity



HPSJ members are encouraged to attend these virtual sessions starting February 2022. Sessions will be available in English and Spanish. Interpretation into additional languages is available upon request. To learn more or refer your patients, email healtheducation@hpsj.com or leave a voicemail at **209.942.6356**



American Heart Association.

Check. Change. Control.*



Diabetes Prevention Program

HPSJ will be providing a diabetes prevention program for members who are at risk of developing type 2 diabetes. A DPP certified provider will conduct the virtual lifestyle change program led by the Centers for Disease Control and Prevention.

Program Includes:

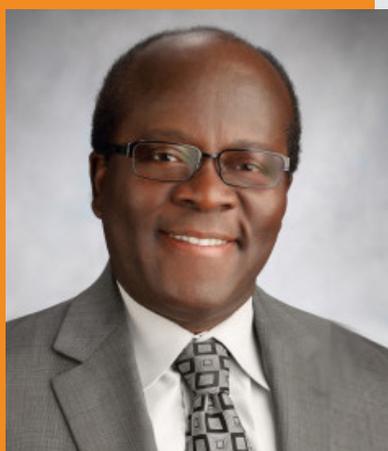
- CDC approved curriculum
- Trained lifestyle coach
- Year-long program with weekly modules for the first 6 months, then one or twice a month for the second 6 months.

Eligibility criteria for DPP:

- **HbA1c: 5.7% - 6.4% or Fasting Glucose: 110 – 125 mg/dL**
- **or 2-hour Plasma Glucose (after a 75 gm glucose load): 140 – 199 mg/dL and**
- **BMI of 25 or higher (23 for Asians)**

For more information visit <https://www.hpsj.com/prediabetes> or contact our Health Education team at **209.942.6356** or healtheducation@hpsj.com.

Thriving Partnerships



Dr. Kwabena Adubofour currently serves 701 HPSJ members in the San Joaquin valley. Graduating from the University of Ghana Medical School in 1983, Dr. Adubofour has over 38 years of diverse experience.

He currently practices in Stockton and specializes in Internal Medicine and Diabetes and Clinical Pharmacology. He is affiliated with Dameron Hospital and is a member of the core faculty of the new internal medicine residency program of Dignity Health St. Joseph's Medical Center in Stockton.

Dr. Adubofour believes that his "clinic" goes far beyond the four walls of his office building and has been involved in numerous community projects designed to curb the scourge of diabetes in San Joaquin County.

He has also been involved in projects designed to increase the number of high school students interested in a career in medicine.

Dr. Adubofour's clinic team members include a pair of capable, caring, and compassionate nurses, Vanessa Rosas and Jacqueline Gonzales.

Patients are saying, "Dr. Adubofour is one of the best doctors I have ever met. I am a registered nurse, and I am pleased about his thorough and comprehensive assessment of his patients and his thoughtfulness. He shows care for his patients and listens to them." -Maria in Stockton, CA – August 7, 2021

Health Plan of San Joaquin is proud to spotlight Dr. Adubofour and look forward to a continued partnership, serving members in the heart of the Central Valley.

Updated Provider Manual Will Be Posted January 2022!

Health Plan of San Joaquin (HPSJ) is in the process of updating the Provider Manual to reflect the most current standards and guidelines approved by the Department of Managed Health Care (DMHC); California Department of Health Care Services (DHCS) and Centers for Medicare & Medicaid Services (CMS). The Provider Manual can be accessed by going into the Provider Tool section under the Providers hyperlink. Please note, the Provider Manual will be updated monthly, as needed, to reflect changes to important information regarding our policies, procedures, and programs previously communicated. The Provider Manual is also available as via PDFs by going to the link.

The newest version of the Provider Manual will be available in early January, on Doctor's Referral Express (DRE) and HPSJ website www.hpsj.com. The Provider Manual is intended to be a resource for providers/practitioners to use for operational guidance within HPSJ's Medi-Cal line of business.



Track Claims in Real Time

Health Plan of San Joaquin (HPSJ) has a helpful tool, outside of Doctor's Referral Express Provider Portal (DRE), for contracted and non-contracted providers to track claims status in real-time!

Looking up claims is easy:

1. Go to www.hpsj.com/form-view/43
2. Complete the HIPAA Disclosure Agreement
3. After sending the Agreement, you will be routed to the Claims Look-Up Tool
4. Search the status of as many claims as needed



Data you can search in the Claims Look-Up Tool:

- Claim Number
- Status
- Receive Date
- Process Date
- Amount Paid
- Check Number
- Denial Reasons

Full details also are available on your Remittance Advice.

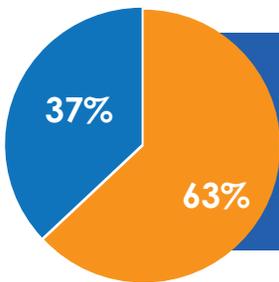
HPSJ Launches Vaccination Incentive Program & Member Outreach Strategy

ASK. LEARN. DECIDE.

Health Plan of San Joaquin (HPSJ) launched a fourth campaign since the pandemic started to educate our community about COVID-19. The latest campaign aims to improve vaccination rates among young adults in communities of color. These groups experience greater disparities in vaccinations for many reasons, including personal choice, misinformation, historical references, religion, and social influence. Through collaboration with our community partners and providers, our goal is to increase COVID-19 vaccinations among HPSJ members to 72% by March 2022, with a direct and targeted approach.

ASK. LEARN. DECIDE. is a no-pressure campaign that aims to:

- **Build trust** by encouraging people to seek information on their own terms, probe, and uncover the facts
- **Empower** people by addressing the topics that are of most concern and making the information readily available and easy to access
- **Encourage** communities of color to make their own decisions about receiving the vaccine



As of July 29, 2021, less than 37% of our Medi-Cal Members in the combined area of San Joaquin and Stanislaus were vaccinated.



Using member vaccination data to identify “hot spots” in the community, HPSJ is now reaching out to members who are hesitant to receive the vaccine, aiming to address their specific questions and concerns.

As a component of our Vaccination Incentive Program, Health Plan of San Joaquin (HPSJ) is administering incentives to HPSJ members. These members are eligible to receive an incentive when they complete their first or second dose of the COVID-91 vaccination. Providers who are administering vaccinations will be required to provide an attestation signed by the patient. Medi-Cal Beneficiaries who decide to receive their vaccine from community-based vaccination sites will also be required to sign an attestation to request their incentive. Upon validation of the attestation, HPSJ will mail a \$50 gift card to the address provided by the Medi-Cal Beneficiary.



If your practice is not providing vaccinations to patients, please direct them to www.hpsj.com/decide for a community vaccination and testing calendar.

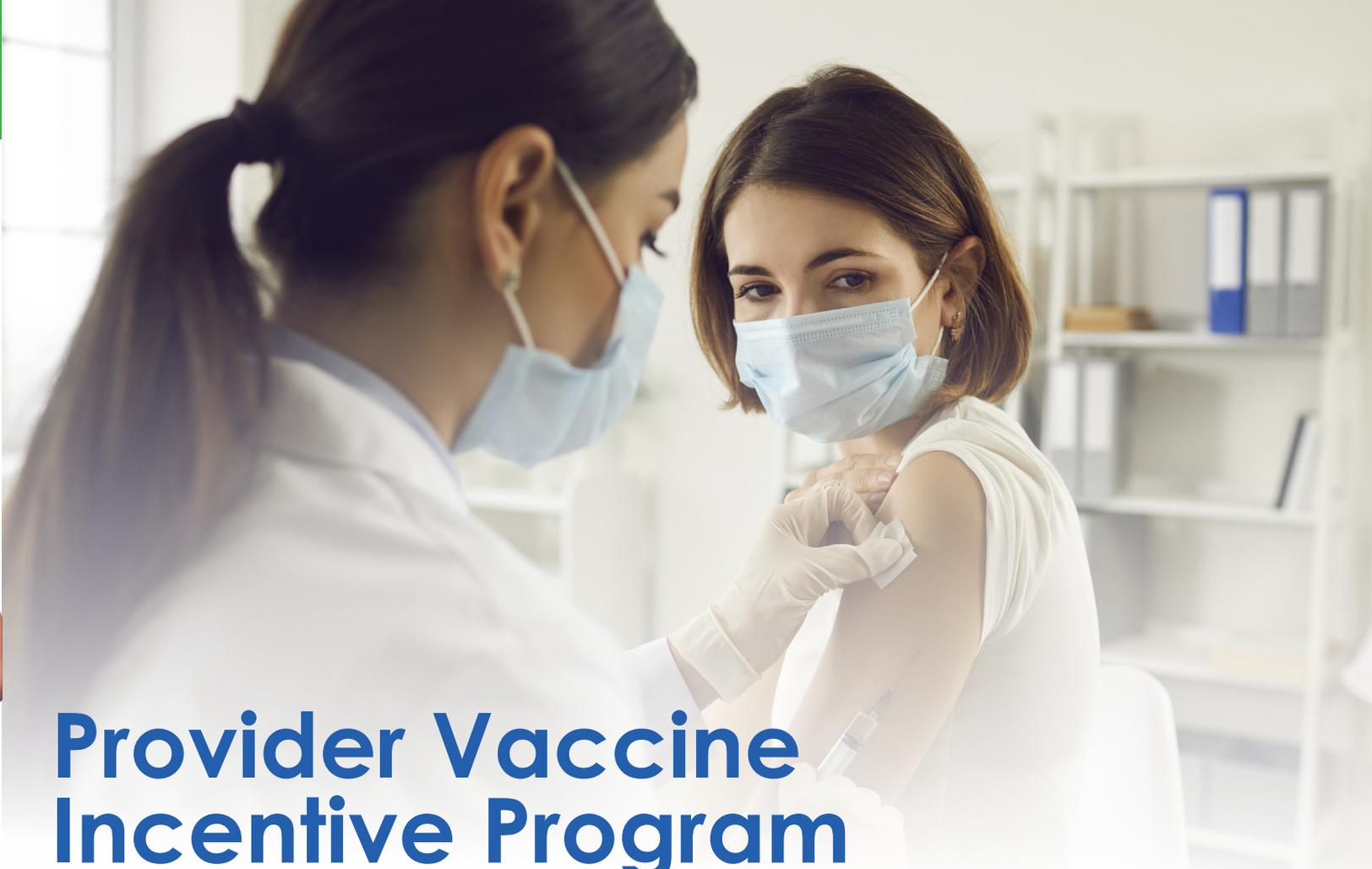


Do you have a vaccination coming up? We can support your efforts in communicating to your patients. **Contact us at 209.942.6300.**



Do your HPSJ patients need transportation to test or vaccination sites? They can call HPSJ at **888.936.PLAN (7526), TTY/TDD 711** to set up transportation to/from their vaccine appointment.

HPSJ will continue to address questions and concerns through consistent messaging. You can refer patients to trusted resources. For a full list, visit www.hpsj.com/provider.



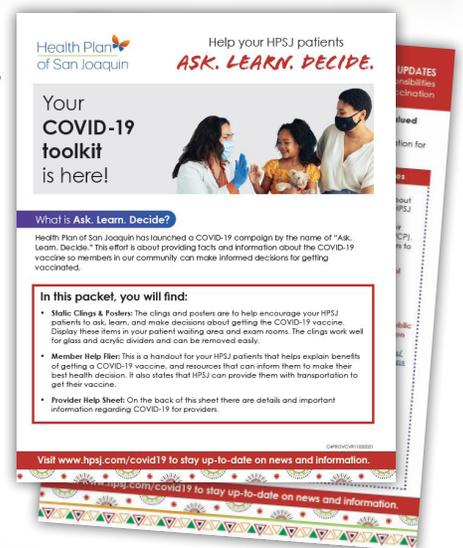
Provider Vaccine Incentive Program

Health Plan of San Joaquin is collaborating with our contracted providers to increase administration of vaccinations and maximize primary care and pharmacy services. An incentive program is available to eligible providers who are qualified to administer COVID-19 vaccinations. **More information about this incentive program will be shared with you through a provider alert.**

YOUR COVID-19 PATIENT TOOL KIT IS HERE!

Health Plan of San Joaquin is committed to collaborating with our providers to deliver these services to their Medi-Cal patients and has prepared a COVID-19 Tool Kit, filled with materials to support conversations with your patients about COVID-19 vaccines, flu shots and more. Tool kit items include:

- Promotional video for network providers (to display in waiting rooms)
- Opportunity for co-branded reminders to your patients (via postcards)
- Posters and vinyl's for in-office display
- Patient education handouts
- Social media post package
- Provider-Patient talking points



For more information on available provider resources, contact a member of HPSJ's Provider Services Department at **888.896.PLAN (7526)**.