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## SECTION 1: INTRODUCTION

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### ABOUT HEALTH PLAN OF SAN JOAQUIN

Health Plan of San Joaquin (HPSJ) is pleased to have you as part of our provider network. We recognize that the strength of our health care programs depends upon strong collaboration and communication with our Providers and their staff.

HPSJ, a not-for-profit health plan initiative for San Joaquin County, has been serving Members and the community since 1996. HPSJ is the leading Medi-Cal Managed Care Plan in San Joaquin and Stanislaus counties. While our service area currently covers only San Joaquin and Stanislaus counties, our extensive referral network extends well beyond this local area and includes facilities and providers in other parts of the Central Valley, the Bay Area, and the Greater Sacramento Area.

We currently have two conveniently located offices to serve members and providers. For more information, visit our website at [www.hpsj.com](http://www.hpsj.com). Our friendly staff looks forward to serving you!

#### SAN JOAQUIN COUNTY

7751 S. Manthey Road  
French Camp, CA 95231-9802

Phone:  
(209) 942-6320  
(888) 936-PLAN (7526)

#### STANISLAUS COUNTY

1025 J Street  
Modesto, CA 95354-0803

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(209) 942-6320  
(888) 936-PLAN (7526)

### MISSION, VISION AND VALUES

#### Our Vision

Continuously improve the health of our community.

#### Our Mission

We provide health care value and advance wellness through community partnerships.

#### Our Values

Accountability	Dedication	Diversity	Integrity	Stewardship	Teamwork
We are responsible to others, and accept responsibility for our actions and their outcomes.	We are willing to do whatever it takes to get the job done.	We respect the uniqueness of individuals, their ideas, thoughts and needs.	We are respectful, trustworthy, and honest in our communications and actions.	We are judicious and prudent in the use of resources with which we are entrusted.	We actively engage, collaborate, and partner with each other.

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## SECTION 1: INTRODUCTION

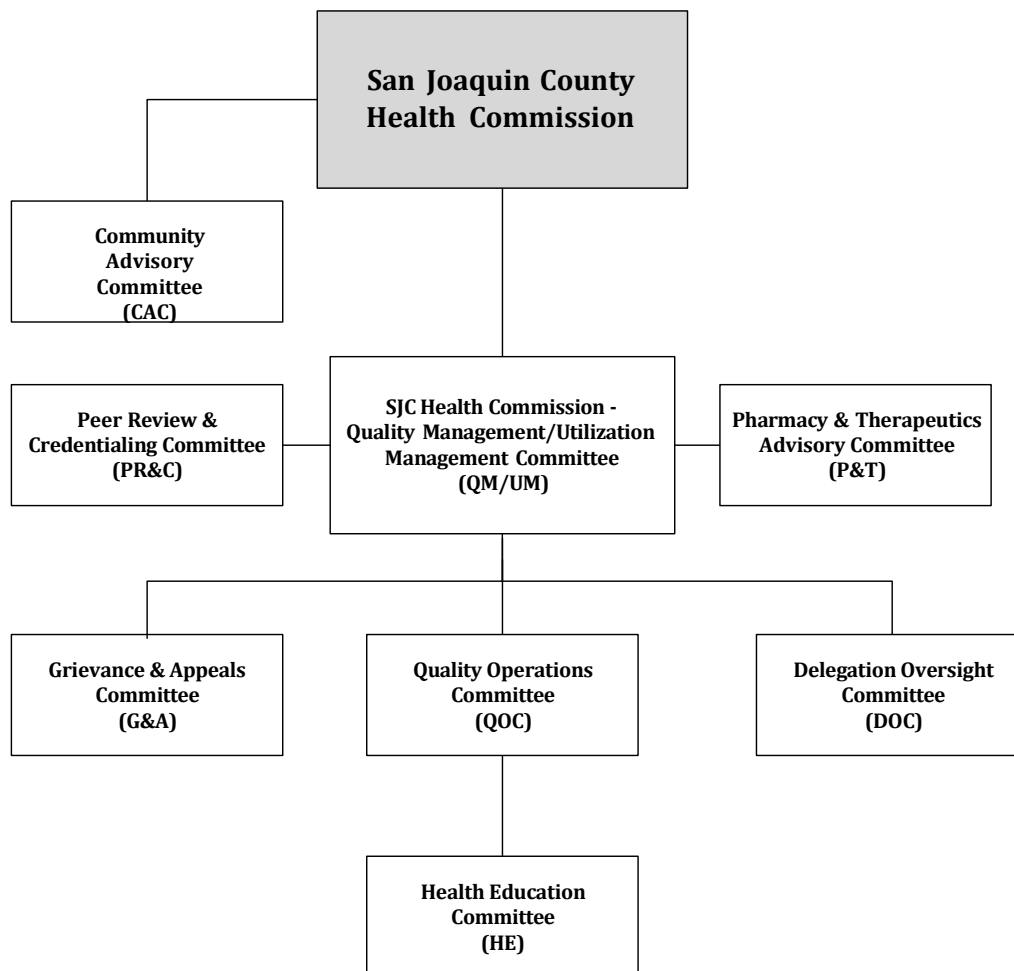
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### GOVERNANCE AND COMMITTEES

HPSJ is governed by the San Joaquin County Health Commission (Commission), an eleven (11) member commission appointed by the San Joaquin County (SJC) Board of Supervisors. It is comprised of two (2) SJC Supervisors, the County Administration Officer, the SJC Director of Health Care Services, the Hospital Council representative, community physicians, and local representatives.

HPSJ leadership is accountable to this governing entity. Within this structure are HPSJ's operations and administration:

### HPSJ Quality Management Committees



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## SECTION 1: INTRODUCTION

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### INTENT OF THE PROVIDER MANUAL

The HPSJ Provider Manual is an extension of the Agreement that Providers entered with HPSJ. Providers must abide by the conditions set forth in their Agreement and in the Provider Manual. Certain sections and provisions of this Manual may not apply to all Agreements and lines of business or products.

HPSJ may from time to time be required to make material changes to the Provider Manual to comply with the following:

- Federal and/or State laws
- Regulations of government agencies governing Benefit Plans covered by their Agreement
- Regulations of accreditation organizations
- Changes in HPSJ policies and/or procedures.

Should HPSJ determine that a change to the Provider Manual is required, HPSJ shall provide Providers with forty-five (45) business days prior written notice of said changes to Provider Manual unless a shorter time frame is required by a State law, Federal law, government regulations or an accreditation organization.

Such changes shall become effective upon the expiration of forty-five (45) business days. If a Provider believes that such changes shall have a material impact on the Provider, then Provider shall notify HPSJ in writing prior to the effective date of the change and the Provider and HPSJ shall confer and/or negotiate in good faith regarding the change. If HPSJ agrees that such changes shall have a material impact on Provider, and Provider and HPSJ are unable to reach agreement regarding the change within forty-five (45) days of Provider's notice to HPSJ, then the Provider may elect to terminate their Agreement pursuant to the "Termination without Cause" provision in their Agreement. The change to which the Provider objected shall not be in effect during the termination notice period.

If there are conflicts between this Manual and current State and Federal laws and regulations governing the provision of health care services, those laws and regulations will supersede this Manual.

The Provider Manual is intended to be used as a reference guide for Providers and their office staff. It includes:

Operational Procedures

Key Contacts

Links to Resources

Compliance Information

### HOW TO USE THE PROVIDER MANUAL

The Provider Manual has been designed to be easy to search and access through our website. Providers can go to [www.hpsj.com](http://www.hpsj.com) and access the Manual directly online. You can also download it by section or in its entirety. To obtain a copy in other formats, just go to our online portal [Doctor's Referral Express \(DRE\)](#), or call our Provider Services Department at (209) 942-6340.