



Improved Payment Experience for HPSJ Providers

In October 2022, Health Plan of San Joaquin will implement a new provider payment system through **ProviderPay** (also known as REPAY or Ventanex). In addition to a more responsive experience, practices have an opportunity to experience faster payments and online access to 10 years of historic payment data.

Payments are offered in the following ways:

- Electronic Funds Transfer (EFT): Real time payment to avoid delays or lost checks
- Paper checks (by mail): Will receive check within 3-5 business days

HPSJ encourages providers to sign up for EFT to prevent delays or checks lost in the mail. If you do not register on the new portal, you may receive a paper check after the switchover date. Also, practices that require 835 EDI data may need to select that option on the new portal.

Get prepared for the switch:

If you are already registered with ProviderPay, we suggest logging in to your account to make sure your profile settings are up to date: <https://providerpay.secureconduit.net/>

If you are not already registered with ProviderPay, you will receive an e-mail containing the secure portal registration link sent from www.ventanex.com. We will also send a provider alert to let you know when the link has been sent. In the meantime, please ensure that we have the right contact information for your practice, you can provide that information here: www.hpsj.com/pay.



We remain committed to delivering an improved payment solution that brings benefits to our valued providers. Please see the attached [FAQ sheet](#) for more information. If you have other questions, call HPSJ's Provider Services team at **209.942.6340**.

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Vaccines for Children Under Five – Talking with Parents and Caregivers

Are your patients asking questions about COVID vaccines for their children?

With vaccines now authorized and available for the youngest patients, we have gathered information from trustworthy resources for providers and practice staff.

Food and Drug Administration –

Coronavirus (COVID-19) Update: FDA Authorizes Moderna and Pfizer-BioNTech COVID-19 Vaccines for Children down to 6 Months of Age, [click here](#)

About FDA's evaluation and analysis as to efficacy, safety, risk of myocarditis and pericarditis, and ongoing safety monitoring.

Centers for Disease Control and Prevention –

CDC Recommends COVID-19 Vaccines for Young Children, [click here](#)

“This expands eligibility for vaccination to nearly 20 million additional children and means that all Americans ages 6 months and older are now eligible for vaccination. ... All children, including children who have already had COVID-19, should get vaccinated.”

California Department of Public Health → Vaccinate ALL 58 – Updates for Providers, [click here](#)

In addition to a comprehensive toolkit, there is an invaluable 3-page Clinical Talking Points for Provider of Pediatric Services (Recommending COVID-19 Vaccinations), [click here](#) for the PDF.

California Acting Surgeon General Dr. Devika Bhushan, MD, FAAP – “What should parents know about the COVID vaccine for kids under 5?” [Click here](#) for the article published by the American Academy of Pediatrics (AAP)

“Since the beginning of the pandemic, more than 2 million children younger than 5 have been infected with COVID-19, and more than 400 young children have died from COVID-19. We have also seen that the impact of COVID on children has resulted in more infections, hospitalizations and deaths than from many other vaccine-preventable diseases, especially among children and families who identify as Black, Latinx and Native American.”

At the bottom of this excellent article, find links to helpful FAQs posted on the AAP site, including FAQs for families and a COVID Vaccine Checklist for Kids.

Disease Management

The goal of disease management is to educate our members on their disease, medications, the importance of regular follow up with providers and specialists, and completion of routine testing.

The HPSJ Case Management Department provides high risk members with education and support for several chronic diseases such as:



Diabetes



Congestive Heart Failure



Asthma



COPD



Chronic Kidney Disease (CKD)



When members are educated on their disease processes, they are more likely to effectively manage their health. Every member that is enrolled in the Disease Management program receives an educational booklet in the mail along with lists of resources available in the community.

HPSJ's Disease Management process:

- 1 Members receive a comprehensive assessment by one of our Registered Nurses
- 2 An individualized care plan is developed
- 3 Members are called on a weekly or bi-weekly basis to work through the booklets and discuss their individual challenges and goals for optimal health
- 4 Post-appointment follow-up to support the plan of care provided by the doctor

Relationships we foster with the members are built on trust and lead to better compliance with medication regimens and follow up with the providers.

Refer your HPSJ patients for Disease Management by calling HPSJ's Case Management Department at 209.942.6352.

Collaboration and New Technology Results in Better Access for HPSJ Members



As a rural area challenged by higher rates of chronic health conditions, San Joaquin Valley has less access to specialty care compared to nearby urban communities.

To improve access, HPSJ is collaborating with local Federal Qualified Health Center's (FQHC's) to implement a new telehealth service, "eCare (Connected and Responsive Expertise) Access Program." The platform, which offers digital communication between providers, as well as providers and patients, provides virtual consultations and visits, opening up access to a broader network during more convenient times.

HPSJ is sponsoring the workflow implementation, technology platform, and access to virtual specialists (see list of current live specialties). HPSJ has partnered with HubMD's specialty network of physicians to provide a quality telehealth experience.

Primary care doctors can communicate through the platform to HubMD to consult with each other about the care of the HPSJ patient. This includes determining next steps of care and sharing results and written summaries. This collaboration allows primary care doctors to maintain control and care of their HPSJ patients while helping them navigate through the specialty care process.

HPSJ is launching this service in phases. First, with our FQHC's and then extending to other providers in the community. This includes Community Medical Centers, Golden Valley Health Centers, and Stanislaus County Health Services Agency (HSA) which will improve access for nearly 200,000 HPSJ members.

Take a look at the benefits of this NO COST program for primary care clinicians and their HPSJ patients:

Fast

Specialists respond to questions within 24 hours, often as quickly as within a few hours

Secure

eCare meets all of the standards for privacy of communication between healthcare providers

Efficient

In about two-thirds of eCare messages, the doctor gets all the advice they need to treat their patients

The service aims to increase equitable access to quality specialty care, enhance PCP recommendations to patients, cut down on transportation issues, and decrease appointment wait times for patients.

LIVE SPECIALTIES

- Allergy
- Cardiology
- Dermatology
- Endocrinology
- Otolaryngology (ENT)
- Gastroenterology
- General Surgery
- Hematology
- Nephrology
- Neurology
- Oncology
- Ophthalmology
- Orthopedics
- Pain Management
- Pediatric GI
- Psychiatry
- Podiatry
- Urology

FUTURE SPECIALTIES

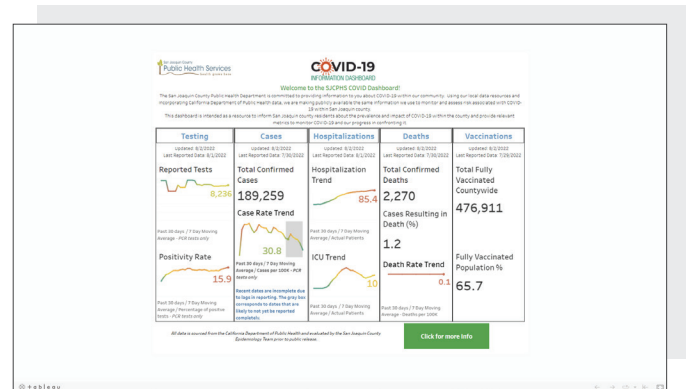
- Addiction Medicine
- Anesthesiology
- Geriatrics
- Hepatology
- Infectious Diseases
- Neurosurgery
- Nutrition Services
- Obstetrics/
Gynecology
- Physical Therapy
- Plastic Surgery
- Pulmonology
- Radiology
- Rheumatology
- Vascular Surgery



San Joaquin County Innovation – COVID-19 Public Data Vision Tool

As we are learning to live with COVID-19 and upcoming variants, San Joaquin County Public Health Services (SJCPHS) has created one of the first COVID dashboards featuring the most recent publicly accessible statistics.

Described as a kind of daily weather forecast, instead of telling you when rain is likely, county residents can use the dashboard to monitor where COVID may be flaring up, so each can know when to resume protective actions (take a mask, etc.). The dashboard also can let residents know when they may be able to ease up on restrictions or preventative measures.



To help patients better cope with COVID as part of a regular rhythm to their lives, the COVID information Dashboard is linked below.



You can [click here](#) to view the dashboard and get even more data and demographics (who is getting COVID-19), geography (cases and deaths by zip codes and cities) and more.





Childhood Lead Poisoning Prevention Program

News from San Joaquin County

On October 28, 2021, the Centers for Disease Control and Prevention (CDC) announced a change in its blood lead reference value (BLRV) from ≥ 5 micrograms per deciliter (mcg/dL) to ≥ 3.5 mcg/dL. The CDC BLRV is used to identify children with higher levels of lead in their blood compared to most children. Children with blood lead levels at or above the BLRV represent those at the top 2.5% with the highest blood lead levels.

The CDC recommends healthcare providers follow-up BLLs ≥ 3.5 mcg/dL (the new BLRV), and California Department of Public Health encourages healthcare providers to provide retesting and follow-up for blood lead levels ≥ 3.5 mcg/dL.

The California Childhood Lead Poisoning Prevention Branch is working to update the California Management Guidelines to incorporate this change.

For additional information, please visit [CLPPB's Updated CDC Blood Lead Reference Value web page](#). If you have any questions or would like to have educational materials regarding lead poisoning prevention, please feel free to contact CLPPP at 209.468.2593 or visit [Childhood Lead Poisoning Prevention - Public Health Services – San Joaquin County](#).

Thank you for the work you do every day to keep San Joaquin County children healthy, safe, and ready to learn. We appreciate your commitment to testing children for lead and educating families about lead poisoning prevention.



Coming This Fall - Appointment Availability Survey

HPSJ is required by the Department of Managed Care (DMHC) to perform an annual Provider Appointment Availability Survey (PAAS). The survey will begin in October and is designed to help Health Plan of San Joaquin better assess enrollee access to provider services.

These surveys are mandatory. Access standards are established by both the Department of Health Care Services (DHCS) and the Department of Managed Health Care (DMHC) – except for in-office wait times, set by and monitored by the Managed Care Plans (MCPs) like HPSJ. Non-compliant providers may be placed on a corrective action plan.

Please inform your office staff that survey calls will begin October 21st. The second wave of survey calls will start on December 16th.

Be sure that your scheduling team is aware of the timely access standard requirements. Offering telehealth as an option to improve patient access is acceptable and encouraged. For best practice, we encourage provider groups to provide a dedicated contact person and a preferred time of the day to take the survey.

The timely access appointment standards are listed below and should be posted in an area that is accessible to your staff and included in reference materials for schedulers and office managers.

Appointment Access Standards for Medi-Cal	
Types of Services	Standard
Access to non-urgent appointments or primary care – regular and routine care (with a PCP)	Within 10 business days of request
Access to non-urgent appointments for mental health (non-physician)	Within 10 business days of request
Access to urgent care services that do not require prior authorization	Wait time not to exceed 48 hours of request
Access to urgent care (specialist and other) services that require prior authorization	Wait time not to exceed 96 hours of request
Access to non-urgent appointments with a specialist	Within 15 business days of request
Access to after-hours care (with a PPC)	Ability to contact on-call physician after hours within 30 minutes for urgent issues
Access to preventive health services within 30 business days of request	Access to preventive health services within 30 business days of request
Non-urgent appointments for ancillary services for the diagnosis or treatment of injury	Within 15 business days of request
In-office wait time for scheduled appointments (PCP)	Not to exceed 45 minutes
In-office wait time for scheduled appointments (specialist)	Not to exceed 60 minutes

If you have questions, contact our Provider Services Department at 209.942.6340.



Cultural Competency Training

Required Annual Training

The increasing diversity of the nation brings opportunities and challenges for healthcare providers to create and deliver culturally competent services. Cultural competence training is aimed to increase cultural awareness, knowledge, and skills, leading to behavior change.

As part of the Network Provider education for the Medi-Cal program, the 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.

As a reminder, per federal requirements, Cultural Competency and Sensitivity Training will be noted in the Provider Directory. **Providers having taken training receive 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:

- Quality care to improve health outcomes
- 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 completed the Cultural and Sensitivity Training. **Signed forms are due November 30, 2022.**

HPSJ will accept your attestation, if you have taken a training to comply with another health plan. For questions, please contact our helpful HPSJ Provider Services staff at 209.942.6340.

It's Time to Get Members Back to Care

During the pandemic, health visits were put off as members sheltered in their homes. HPSJ is here to support you to engage your patients as they return to the office. As part of HPSJ's Back to Care initiative, we are reaching out to our members to remind them to schedule wellness exams and other important health visits.

DHCS MCAS Measures Comparing 2019 to 2021	
High blood pressure and A1c poor control measures	↓ 6-10%
All children's health measures	↓ 5-7%
Breast cancer, cervical cancer, and chlamydia screenings	↓ 5-11%

We encourage you to actively engage your patients through:



Increased outreach calls



Texting programs



In-office promotional events



Direct mail campaigns

HPSJ is here to support you.



Primary care doctors can leverage myRewards to incentivize their HPSJ patients to get back to care for child and adolescent wellness exams, mammograms, cervical cancer screenings, diabetes A1C visits, and prenatal care.



Provider partnership program provides 1-on-1 support from HPSJ's Quality Team, including an analysis into trends related to your HPSJ patients and the status of your assigned patients



Backpack giveaways for your school-aged students who complete their wellness exams



Community and direct-member campaigns to remind members to get back to care

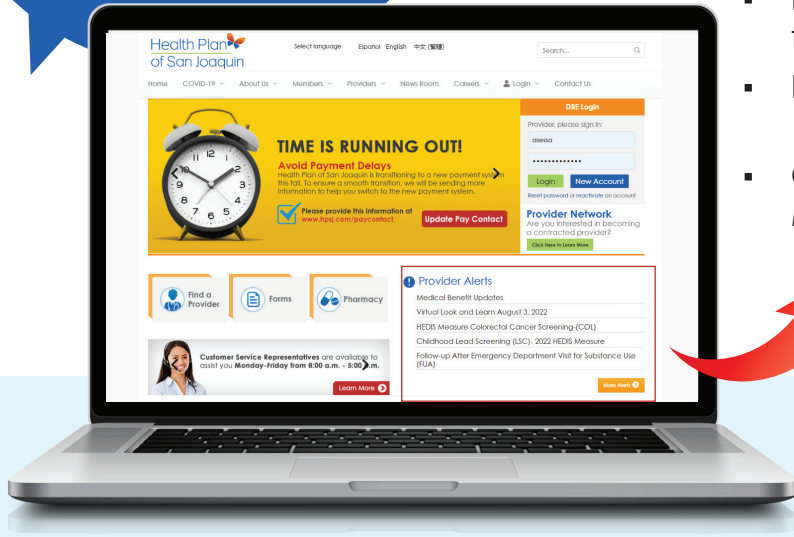
We are here to assist you as you provide well care exams that create a healthier community. Connect with our Provider Services Department at 209.942.6340 with questions or concerns you may have.

Did You Get the Update?

Provider Alerts are sent via fax to provider partner offices to communicate important regulatory updates and other helpful information and resources.

Did you miss any of these important alerts from July?

- Follow-up After Emergency Department Visit for Substance Use (FUA)
- Follow-up After Emergency Department Visit for Mental Illness (FUM)
- HEDIS Measure Colorectal Cancer Screening (COL)
- Childhood Lead Screening (LSC) - 2022 HEDIS Measure



Stay up-to-date with HPSJ and access past Provider Alerts at www.hpsj.com/alerts. Utilize the search function to find exactly what you're looking for!

Cal Fires or Power Outage Declared Emergency

When the alarm sounds, HPSJ is here for Members, Providers and Our Community

In recent years, the fire season led to power outages in many areas. If there are power outages or public safety power shutoffs (PSPS), we want to make sure HPSJ members are prepared.

Providers can visit hpsj.com for a two-part STAY SAFE DURING FIRE SEASON resource center.

Bookmark both pages (see links to the right) for current details and resources including Stanislaus and San Joaquin County emergency services, an emergency preparation checklist, important items to remember including medications, how to use California's Medi-Cal Rx for prescription meds needs, and much more.

You can share the information and resources with your patients. This information is critical when there are disasters, such as in the California fire season.

HPSJ tools



[Safety Home](#)



[Emergency Preparation](#)

As soon as an official emergency is declared, this billboard will appear on our website to give you access to our resource center and includes a link to the CDC Toolkit.



Thriving Partnerships

"One of the things that brings me joy is seeing kids grow up. I have seen children grow from newborns to adult, they become family".

– Dr. Surinder Raron

March Lane Pediatrics in Stockton has been an HPSJ provider for over 25 years - caring for patients in the Central Valley for over 30 years. Dr. Surinder Raron and Dr. Danilo Yumul are two of the dedicated pediatricians at this facility. They are both compassionate, patient, and committed - providing comprehensive medical treatment for babies, kids and adolescents.

Dr. Raron and Dr. Yumul are the first point of contact when a patient is sick. They are both trained to provide well-rounded health care for children of all ages and work very closely with parents to make sure children are developing and growing properly.

The March Lane Pediatrics staff are a diverse group of child wellness advocates. They are part of our HEDIS Partnership Program and have done an amazing job of making sure children receive their well-child visits. These visits offer excellent opportunities for Dr. Raron and Dr. Yumul to screen for and diagnose diseases and developmental issues, which is critically important to preventing or delaying associated problems. March Lane Pediatrics continues to be on the front lines in the battle against many emerging health concerns affecting children and adolescents in San Joaquin County.

Hear from a patient's parent:

"Dr. Yumul is the best pediatrician ever. He has been my sons' doctor since they were babies. He is very reliable and easy to talk to and I can tell him anything about my kids. He has always treated my kids with great care and even if we are out of state, I can always talk to him when I call his office for help. He will always be our doctor in my kids' life even if they grow older. Wish we could keep him until they are adults! You are the best Dr Yumul!"



Dr. Raron



Dr. Yumul

Learning Opportunities

Re: Quality Measures

We are committed to supporting our providers in delivery of quality care for our members. Health Plan of San Joaquin is holding several virtual Look and Learn sessions for providers in the coming months. Join us for these discussions to ask questions and gain more insight on specific topics.

Upcoming sessions include:

August 17th: Children's vaccines; sports physicals; children's preventative care

September 21st: Preparing for fall flu season; preventative care gap reports; COVID-19 update

October 19th: Breast Cancer Awareness Month; men and women's preventative health care

November 16th: 2023 Provider Incentive Program; Long Term Care (LTC) presentation

December 21st: Overview of changes coming in 2023

All virtual sessions will start at 12:00pm.

You can find more information and the meeting links here: www.hpsj.com/look-and-learn. We look forward to your participation!