

Attestations for Annual Trainings: Due Now!



Annual 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 our members.

In compliance with state and federal regulations, HPSJ has established the following mandatory trainings:

- Cultural Competency Training and Sensitivity Training
- Anti-Fraud, Waste and Abuse
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)

HPSJ's network providers and their staff are required to complete the mandatory annual trainings and attest to having completed the trainings. **Trainings should have been completed by 11/30/2023. If you have not already completed training, please do so ASAP.**



The trainings are available on HPSJ's website at www.hpsj.com/provider-trainings

COMING SOON!
2024 trainings will include:

- Equity, Diversity and Inclusion (EDI) Training
- Early Periodic Screening and Diagnostic Treatments (EPSDT) – Medi-Cal for Kids & Teens Training

If you have questions, please contact your Provider Services Representative or call HPSJ Customer Service at 888-936-PLAN (7526).

Provider Satisfaction Survey Happening Now!



Health Plan of San Joaquin (HPSJ) conducts an annual Provider Satisfaction Survey of its contracted providers to capture their rate of satisfaction with HPSJ. Information obtained from this survey allows HPSJ to measure how well we are meeting our providers' expectations and needs.

A third-party vendor for HPSJ will mail surveys beginning December 2023 requesting completion within 30 days. Data collection will end in January 2024.

In order to better serve our providers, we need your assistance with this year's survey. The results will assist us in identifying our strengths and opportunities.



There are two ways to respond:

1. By mail

Address will be on the survey

2. Online

Instructions will be included with the mailed survey

To address your concerns and contribute to the success of your practice:

- We want to know how we are doing
- We want to know what practical things we can improve

Your feedback will help us identify how we can better support you as a valued partner. Your responses are confidential, and data will be aggregated before being provided to HPSJ for review and improvement opportunities.

We thank you for ensuring that HPSJ members have access to after-hours care. If you have any questions, call our Provider Services Department at 209-942-6340.

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 November?

- Planned Parenthood Mar Monte Temporary Closure
- Provider Satisfaction Survey is Here
- Medi-Cal Subacute Care Contracting Application Information for Facilities
- Enhanced Provider Dispute Resolution (PDR) Process

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!

Remind your patients: It's time to renew!

Do not lose your coverage. If you get a renewal form:

- 1 Fill it out
- 2 Return it right away
 - ▶ By mail
 - ▶ Drop it off at your local Medi-Cal office:

San Joaquin County Health Services Agency
333 E. Washington Street, Stockton, CA 95202

Stanislaus County Community Services Agency
251 Hackett Road, Modesto, CA 95358

Update your information:



BenefitsCal.com

Updated Clinical Practice Guidelines

Health Plan of San Joaquin (HPSJ) offers education and training tools to help our provider partners connect with our members and achieve best practice status. Clinical Practice Guidelines are about defined tasks or functions in clinical practice, such as desirable diagnostic tests, the optimal treatment regimen for a specific

diagnosis, and links to resources.

The guidelines, with best practices based on latest clinical evidence, have been reviewed by Health Plan of San Joaquin's Medical Director and include addition like several new practice areas and more links to resources!



The guidelines can be found at www.hpsj.com/clinical-practice-guidelines.

Case Management Services for Members



HPSJ's Case Management (CM) program provides information and support to meet members' health needs. HPSJ nurses work with members, providers, and the person taking care of the member to craft a plan of care that can help members take control of their health and improve their quality of life.

HPSJ identifies members with the highest or emerging risk of poor health outcomes using health information forms, utilization, pharmacy and claims data and is designed to focus Case Management (CM) program resources on members of highest risk.

What can members expect through the program?

- A comprehensive health assessment completed by a case manager
- A case manager who can work with them, the person taking care of them and their doctor
- A care plan to help improve quality of life and teach them how to deal with their health issues
- Health tip sheets about their health issue(s)
- Assistance accessing the care they may need
- Referrals to helpful aids in their area

What does the CM team do to assist providers?

HPSJ's Case Management (CM) team will send the primary care practitioner a copy of the member's case management care plan.

The plan includes:

- Perceived barriers which may impede the member from achieving optimal health and CM interventions to address those barriers
- Resources identified to address social determinates of health

How can members access Case Management services?

Members who would like to receive CM services can:

- Be referred by a doctor – call HPSJ or submit a request through the provider portal
- Be referred by the person taking care of them
- Call and tell us they would like to be a part of the program at **1-888-936-PLAN (7526)**

The program is a choice for members and they can opt out at any time. If you have questions about HPSJ's Case Management program or need more information for your patients, visit www.hpsj.com/case-management or contact 209-942-9352.

Medi-Cal Rx Formulary and HPSJ's Medical Benefit Resources

The pharmacy benefit for Medi-Cal beneficiaries is administered by Medi-Cal Rx. Medications that are prescribed and dispensed by a retail or specialty pharmacy fall within the pharmacy benefit and are subject to any restrictions (e.g. Code 1 restrictions, Prior Authorization required, age limit) from Medi-Cal Rx.

HPSJ has full coverage policies available as a reference for determining if a medication is on the pharmacy benefit, medical benefit, or both. Medications covered on the medical benefit are classified as physician administered drugs and are administered by HPSJ. The medications on the HPSJ medical benefit may have restrictions (e.g. Prior Authorization, quantity limitations) which are specified within [HPSJ's coverage policies](#) as well.

[Click the buttons to learn more!](#)



Online Drug Lookup Tool



HPSJ Medical Benefits Updates



Covered Product Lists



HPSJ Provider Manual

Alternative Format Communication

HPSJ members have the right to request member informing materials in an alternative format at no cost.

What is alternative format?

Alternative format is a way of communicating with members who are visually impaired. **HPSJ provides alternative formats like Braille, audio CD, large print, and electronic format for easy reading.**

If a member selects an electronic format, such as an audio or data CD, the information will be provided encrypted (i.e. password protected). However, the member can request to receive the information unencrypted (not password protected). Unencrypted materials may make the information more vulnerable to loss or misuse. If the member chooses unencrypted materials, they will have to fill out an informed consent before HPSJ can mail the materials.

Call HPSJ Customer Service Department at 888-936-PLAN (7526), Monday through Friday from 8AM to 5PM to request Alternative Format for your HPSJ patients.

PLANSCAN

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Sign up to receive our quarterly issue.

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Bridging the Communication Gap



Language Assistance

Language assistance services provide medically qualified interpretation and written assistance to Health Plan of San Joaquin (HPSJ) members with Limited English Proficiency (LEP). Those with LEP either do not speak English or do not speak English well enough to effectively participate in their own health care. This includes individuals who are deaf, hard-of-hearing, visual impaired, disabled or have low health literacy.

Through language assistance services in the individual's primary language, HPSJ can help them to understand their treatment process, be able to ask questions during medical encounters, and facilitate timely access to all health care services – at no cost.

In order to achieve health equity and bridge the language gap, the use of language assistance should be a part of the treatment plan for Limited English Proficiency patients.

Interpreter Services

Qualified interpreters can minimize liability and increase members' satisfaction and adherence to medication. HPSJ provides qualified interpreters to ensure effective communication between patient and provider, ensure appropriate utilization and support effective use of time during clinical encounters to improve outcomes.

Members have the right to interpretation services on a 24-hours basis over the phone, via video remote, or in person.

Requirements and best practices for providers:

- ✓ Providers are required to ensure access to interpretation services for all LEP patients at medical or non-medical encounters.
- ✓ You must document a member's preferred language in the medical record.
- ✓ Using family, friends, or minors as interpreters should be discouraged.
- ✓ Interpretation services should be offered when appointments are made for LEP patients.
- ✓ If your patient refuses interpretation services after being offered, document the refusal in the patient's medical record. Documentation protects you and your practice, and this also ensures consistency when there is a site review or audit.

To schedule an interpreter for your HPSJ patient, call **HPSJ's Customer Service Department at 888-936-PLAN (7526) TTY 711** at least 5 (five) days before the appointment. Customer Service is available Monday – Friday, 8AM – 5PM. You can also visit our website at www.hpsj.com/customer-service and submit the 'Request an Interpreter' form.

IMPORTANT: If your HPSJ patient's appointment is canceled, please call HPSJ to cancel any interpreter services they had scheduled. Members can also call HPSJ Customer Service to cancel interpreter services at any time.

Enhanced Behavioral Health Services Information on the HPSJ website

HPSJ is pleased to announce that we have developed enhanced Behavioral Health services content that is now available to providers on our website.

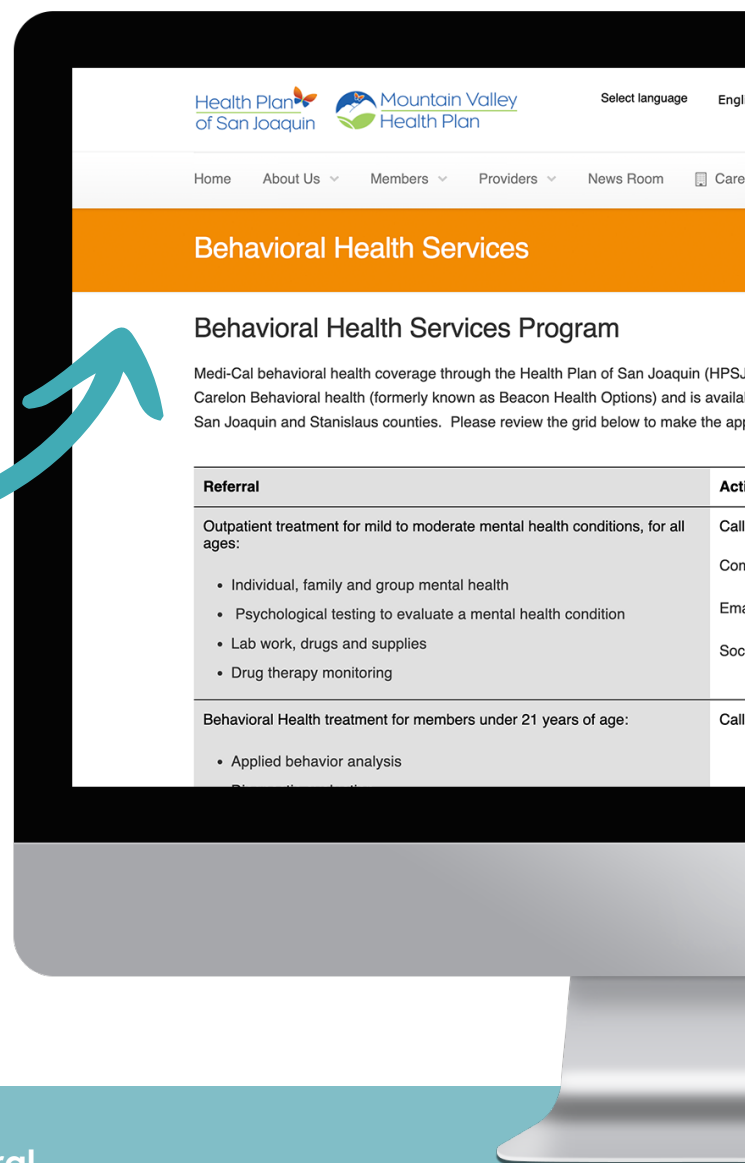
Providers will now see these options under the Information column in the Provider dropdown menu at www.hpsj.com:

[Adverse Childhood Experiences \(ACEs\) Screening Initiative](#)

[Behavioral Health Services](#)

The Behavioral Health services webpage is enhanced with more content on:

- Covered Services:
 - Mental Health
 - Substance Use Disorder
 - Behavioral Health Treatment (BHT) or Applied Behavioral Analysis
- Access to County level services
- More information on Social Services with HPSJ, Coordination of Care, Behavioral Health Treatment, Maternal Mental Health, Substance Use Disorder Services, and Transgender Services



If you have questions about access to behavioral health services for your HPSJ patients, please call 1-888-936-PLAN (7526) or visit our website at www.hpsj.com

Serving Members in New Counties

The San Joaquin County Health Commission (SJCHC) will expand operations to Alpine and El Dorado Counties effective January 1, 2024.

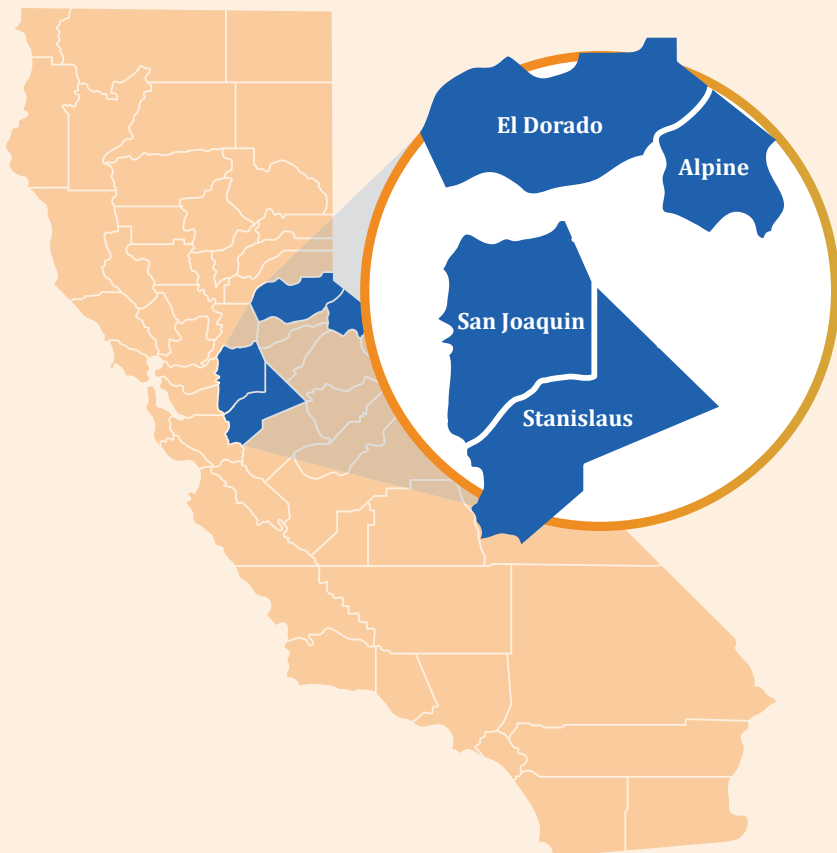
We will serve Alpine and El Dorado as “Mountain Valley Health Plan” and will continue to serve San Joaquin and Stanislaus Counties and Health Plan of San Joaquin.

You may notice the name Mountain Valley Health Plan and new, associated branding and logos incorporated into materials and will receive dually branded letters or materials that use the term “Health Plan”. This term is

used to collectively describe Health Plan of San Joaquin and Mountain Valley Health Plan.

We look forward to serving Alpine and El Dorado communities and will continue to serve San Joaquin and Stanislaus Counties with our same mission of improving wellness through partnership and collaboration with our valued providers.

If you have questions, please contact Health Plan of San Joaquin/Mountain Valley Health Plan Customer Service Department at 1-888-936-PLAN (7526) TTY 711.



Serving Alpine and El Dorado County effective 1/1/24.



Services in San Joaquin and Stanislaus Counties will continue under the name Health Plan of San Joaquin

Thank you

Thank you, Providers!

It is that special time of year when we are all expressing gratitude. Our HPSJ staff extends our sincere appreciation for your commitment to ensure that HPSJ Members continue to have access to quality health care. Thank you for partnering with HPSJ to improve the health of our community.

Enjoy this season of gratitude – thank you for all YOU give back to others.

2024 Provider Manual is Here!

Health Plan of San Joaquin (HPSJ) is pleased to have you as part of our provider network. We recently updated our 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 and Medicaid Services (CMS).

The updated Provider Manual will be updated monthly, as needed, to reflect changes to important information regarding HPSJ policies, procedures, and programs previously communicated. The manual is intended to be a resource for providers/practitioners to use for operational guidance within HPSJ's Medi-Cal line of business.

You can view or download the updated manual on our [website](#). **Contact HPSJ's Provider Services Department at 209-942-6340 for any questions, comments, or concerns.**

Health Plan
of San Joaquin

Mountain Valley
Health Plan



Provider Manual

2024