



EMERGENCY PREPAREDNESS FACT SHEET

Health Plan of San Joaquin/Mountain Valley Health Plan
Emergency Preparedness Fact Sheet

Welcome to Our Network!

At Health Plan of San Joaquin/Mountain Valley Health Plan (“Health Plan”), we’re committed to supporting you, our valued Network Partners, in delivering exceptional care to our members. We understand that emergencies can impact your ability to provide healthcare, and we’re here to work together with you to ensure the safety, well-being, and continuity of care for everyone involved.

This Emergency Preparedness Fact Sheet provides basic guidance regarding preparing for emergencies while fostering a strong partnership with Health Plan. Our goal is to create a seamless and collaborative approach to emergency preparedness, ensuring we’re all ready to respond effectively when it matters most.

1) Collaborate with your County Healthcare Coalition

We suggest actively engaging with your county healthcare coalition before an emergency occurs. Participation can help build coordinated response strategies, ensuring resource sharing, streamlined communication, and effective care during a crisis. By collaborating, you can strengthen your emergency plans, identify readiness gaps, and foster relationships that are crucial for timely action. In some cases, active collaboration with your county’s healthcare coalition may be mandatory due to statute or accreditation requirements, such as through the Joint Commission.

Preparing together can significantly enhance the safety and well-being of the community.

- Alpine County – (Email emergencymanagement@hpsj.com for point of contact info)
- El Dorado County – Amador/El Dorado Community Preparedness Coalition (Email emergencymanagement@hpsj.com for point of contact info)
- San Joaquin County – San Joaquin Operational Area Healthcare Coalition (Email emergencymanagement@hpsj.com for point of contact info)
- Stanislaus County - Stanislaus County Healthcare Emergency Preparedness Coalition (Email SCHEPC@schsa.org)

2) Get Plugged In

Actively seek out sources of emergency preparedness, warning, and response information such as your county Office of Emergency Services, Health Department, and Emergency Medical Services Agency. The State and federal government also have sites and tools that are useful. Examples are: County

- Alpine County Public Health Emergency Preparedness Resources (<https://www.alpinecountycalifornia.gov/196/Emergency-Preparedness-Section>)
- El Dorado County Public Health Emergency Preparedness Resources

(<https://www.eldoradocounty.ca.gov/Public-Safety-Justice/SafetyJustice/sheriff/operations/oes>)

- San Joaquin County Public Health Emergency Preparedness Resources (<https://sjready.org/>)
- Stanislaus County Public Health Emergency Preparedness Resources (<https://www.stanoes.com/stanemergency>) State
- CalFire firePLANNER. firePLANNER is a web-based platform that helps residents develop customized readiness plans for wildfire and other emergencies. It also provides information on preparing home and property for wildfire; creating an evacuation plan, including for pets and livestock; and special considerations to keep in mind during a wildfire. Users can also access information on active California wildfires. FirePLANNER is available in both English and Spanish. <https://wildfiretaskforce.org/new-onlineresources-now-available-to-help-prepare-for-wildfires/>
- CalOES Be Disaster Ready, California. This site provides the public information and resources about emergency preparedness and allows people to sign up for emergency alerts from their counties. <https://www.listocalifornia.org/disaster-readiness/>
- CDPH Be Prepared California. This site provides the public and healthcare workers information and resources about emergency preparedness. <https://www.cdph.ca.gov/Programs/EPO/Pages/BePreparedCalifornia.aspx>

Federal

- AirNow.gov. AirNow reports air quality using the official U.S. Air Quality Index (AQI), a color-coded index designed to communicate whether air quality is healthy or unhealthy for you. When you know the AQI in your area, you can take steps to protect your health. www.airnow.gov/?city=French%20Camp&state=CA&country=USA
- Clinician Outreach and Communication Activity (COCA). COCA provides timely, accurate, and credible information to clinicians related to emergency preparedness and response and emerging public health threats. <https://emergency.cdc.gov/coca/about.asp>
- HHS ASPR Technical Resources, Assistance Center, and Information Exchange (TRACIE). ASPR TRACIE was created to meet the information and technical assistance needs of regional ASPR staff, healthcare coalitions, healthcare entities, healthcare providers, emergency managers, public health practitioners, and others working in disaster medicine, healthcare system preparedness, and public health emergency preparedness. <https://asprtracie.hhs.gov/>.

3) Ensure compliance with CMS Emergency Preparedness Final Rule

The updated CMS EP Final Rule (<https://www.cms.gov/files/document/qso-21-15-all.pdf>) establishes national emergency preparedness requirements for Medicare- and Medicaidparticipating providers and suppliers to plan adequately for both natural and man-made disasters, and coordinate with federal, state, tribal, regional, and local emergency preparedness systems. It will also assist providers and suppliers to adequately prepare to meet the needs of patients, residents, clients, and participants during disasters and emergency situations.



4) Include Health Plan in your Emergency Plans

Ensure that notifying and advising Health Plan regarding your operations during an emergency are in your emergency plans. Have Health Plan's Customer Service telephone numbers and your Health Plan Provider Services Representative contact information included, as well.

5) Notifying Health Plan of Operational Status

Follow your emergency response protocols (which may include notifying your local health department, emergency medical services agency, or county emergency operations center) but then

Notify Health Plan (via your Service Area Provider Services Representative) within 24 hours if your operations are affected by an emergency, such as closure, inability to meet healthcare surge demands, or other impacts; and to provide updates on any operational changes during the emergency. In some cases, Health Plan may conduct outreach telephone calls to providers that are in/near the areas affected by the emergency/disaster.

6) Communications to Providers

Health Plan will provide you with details on necessary modifications during emergencies to ensure members can access covered services. This information will be communicated directly by Provider Services, and additional resources may be available on Health Plan's website in the Provider area (www.hpsj-mvhp.org).

You can contact Health Plan's Customer Service Department at 1-888-936-PLAN (7526) TTY 711, Monday through Friday, 8 a.m. to 5 p.m., for assistance or questions. Health Plan staff, located at French Camp, Modesto, Placerville, and working remotely across the state, are available to respond to inquiries from providers and their partners.

7) Information to Members

Health Plan has several methods to provide information to its members during emergencies. Health Plan has its call center at 1-888-936-PLAN (7526) TTY 711 (Monday through Friday, 8 a.m. to 5 p.m.) for assistance. It can also make additional resources available to members in the Member area of Health Plan's website (www.hpsj-mvhp.org).

If you have any questions regarding emergency preparedness, please contact your assigned Service Area Provider Services Representative.

For general inquiries, you may reach your Provider Services Representative listed below:

Provider Services Representative: _____

Telephone: _____ Email: _____

or Email: provider.services@hpsj.com

