



LOOK & LEARN

QUARTER 3



September 17, 2025
12:00 PM to 1:30 PM

Meeting Agenda

Topics	Facilitator
Introductions	Provider Services
Peer-to-Peer Discussions	Jaymie DeWitt
Advantage D-SNP (HMO)- Plan Introduction	Ricky Flores
D-SNP Model Of Care (MOC) Training Announcement	Ana Aranda
Program Integrity - Preventing Privacy Incidents	Cambria Day
Health Education – Stanislaus County Health Services Agency WIC Program	Guest Speakers: Tiawny Williams Veronica Plaughter-Macias
Closing / Open Forum	All





PEER-TO-PEER DISCUSSIONS

Utilization Management (UM)

Jaymie DeWitt

Manager, Inpatient Services & Care Coord, Utilization Management



Peer-to-Peer Discussions



A treating provider can request within **five (5) business days** of receiving the denial notification



To request a peer-to-peer for a prior authorization denial:

- Call 209-942-6353



Should only be sought upon request of the physician that is involved and familiar with the member's care



To request a peer-to-peer for an inpatient stay denial:

- Call the Health Plan Inpatient CCRN assigned to your facility, **OR**
- Call 209-942-6353



Requestor must attest/confirm they are familiar with the case and either:

- Have specific questions about the criteria used to make the decision, **OR**
- Have new information about the case that may lead to a change in decision



Reminder: submit clinical documentation to support inpatient admission and/or continued stay

- Fax to 209-762-4702





HEALTH PLAN OF SAN JOAQUIN/ MOUNTAIN VALLEY HEALTH PLAN ADVANTAGE D-SNP (HMO)

Plan Introduction

Ricky Flores

Manager, Medicare Sales



Medicare D-SNP Sales Team



- Harveen Badesha – Placerville and French Camp locations
- Rashea Gaines – French Camp and Modesto locations
- Pao Vang – Placerville and French Camp locations
- Sabina Kang – Placerville and French Camp locations

What Is Medicare?

- Medicare is a health insurance program that helps people pay for their health care.
- It is paid for by the federal government.
- It started in 1965.
- Medicare is run by a group called the Centers for Medicare & Medicaid Services (CMS).



Who Can Get Medicare?

- People who are **65 or older** and can get Social Security (or their husband or wife does, even if they have passed away)
- People **under 65** who have a **disability** and get Social Security disability benefits
- Most people must wait **2 years** after getting disability benefits before they can get Medicare



What is Health Plan San Joaquin/Mountain Valley Health Plan Advantage D-SNP?

Health Plan San Joaquin/Mountain Valley Health Plan Advantage D-SNP is a type of MA plan (Part C), called a D-SNP (or Medi-Medi plan)

Health Plan San Joaquin/Mountain Valley Health Plan Advantage D-SNP covers:

- Covers each benefit in Part A (hospital care) and Part B (doctor visits and outpatient care)
- Also covers extra benefits like vision, hearing, and health programs
- Comes with drug coverage (Part D)
- Helps pay the cost share that Medicare doesn't cover

D-SNP plans (like Health Plan of San Joaquin/Mountain Valley Health Plan Advantage D-SNP) **always** cover drug coverage



When Does HPSJ/MVHP D-SNP Begin?

- HPSJ/MVHP will offer a D-SNP effective January 1, 2026.
- Enrollments can begin October 2025 for a 01/01/2026 effective date.



When Can Someone Enroll In Our D-SNP?

Annual Enrollment Period (AEP)

October 15 through December 7 of each year

Special Enrollment Period (SEP)

- Dual-eligible members can join our D-SNP any month of the year



Ways To Enroll

Members can enroll:

- Online via hpsj.com and through cms.gov
- By phone with one of our Sales Agent at **1-855-973-2273 (CARE)**
- In-person with one of our Sales Agents
- By mail through a physical enrollment form



Contact Information

- Pao Vang – French Camp, pvang@hpsj.com, 1-855-973-2273 (CARE)
- Sabina Kang – Placerville, skang@hpsj.com, 1-855-973-2273 (CARE)
- Harveen Badesha - Placerville, hbadesha@hpsj.com, 1-855-973-2273 (CARE)
- Rashea Gaines - Modesto rgaines@hpsj.com, 1-855-973-2273 (CARE)

Sales phone number will be active and ready for calls 10/01/2025.

- All agents cover each of our areas. Sabina Kang and Harveen Badesha have a primary base at our Placerville location.



D-SNP MODEL OF CARE (MOC) TRAINING ANNOUNCEMENT

Ana Aranda

Director, Delegate & Provider Relations



Model of Care (MOC) Training Announcement

Health Plan of San Joaquin/Mountain Valley Health Plan Advantage (HMO D-SNP), as a licensed Dual Eligible Special Needs Plan (D-SNP), is required by the Centers for Medicare & Medicaid Services (CMS) to ensure all network providers complete annual **Model of Care (MOC)** training.

Who Must Complete the Training?

This requirement applies to all network providers who deliver care to D-SNP members or are responsible for managing D-SNP health care benefits.

Training Deadline

The training must be completed by **December 31, 2025**

Why It's Important

Completing MOC training ensures:

- You are eligible to treat D-SNP members effective January 1, 2026.
- You are CMS compliant



Model of Care (MOC) Training - Continued

Training Objectives

By the end of this training, network providers will be able to:

1. Provide an overview of the MOC structure to network and out-of-network providers who see D-SNP members on a routine basis.
2. Understand Care Management goals for members of the provider network.
3. Identify key roles and departments that support the implementation and delivery of MOC at HPSJ/MVHP.
4. Understand the role of the Interdisciplinary Care Team, in coordinating care for HPSJ/MVHP Special Needs Plan members.



Model of Care (MOC) Training - Continued

Upcoming Training Process

Please note, the MOC training materials and attestation form will soon be available on our provider training website:

[Provider Trainings - HPSJ/MVHP](#)

Steps to Complete the Training:

1. Visit the HPSJ/MVHP provider training page
2. Click on the "MOC Training" button
3. Download and review the MOC training PowerPoint
4. View all slides to ensure full completion of the training
5. Complete and submit the Attestation Form

A Provider Alert will be issued to notify you as soon as the training becomes available.



PROGRAM INTEGRITY

Preventing Privacy Incidents

Cambria Day

Manager, Compliance, Program Integrity



The HIPAA Minute: Violation Prevention

What is a HIPAA Violation?

- It is an intentional or unintentional disclosure of PHI to an unauthorized individual or entity.

Common HIPAA Violations

- Sending PHI to incorrect health plan, such as authorization requests
- Not sending emails containing PHI securely (encrypted)

Best Practices to Avoid Violations

- Slow down
- Double check
- Fix known issues (update fax or email addresses in systems)
- Training staff on best practices



The HIPAA Minute: Violation Prevention

Questions?

Health Plan's Program Integrity Unit Can Help

- Request consultation
- Best Practices

We're all in this together for the benefit of our mutual members!

piu@hpsj.com



Stanislaus County Health Services Agency WIC Program



In Today's Presentation



- WIC Program Overview
- Nutrition and High Risk Resources
- Lactation Services and Breastfeeding Support
- Community Resources

What is WIC?

The Women, Infants & Children Program helps individuals who are pregnant or just had a baby, and children up to the age of 5 eat well, be active, and stay healthy. WIC welcomes partners, grandparents, foster parents, or guardian who care for eligible children. WIC services are provided at no cost to participants. Services are offered remotely.



Who is eligible for WIC?



Women who are:

Pregnant

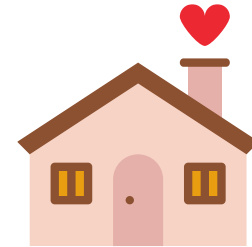
Breastfeeding a baby under 1 year of age

Postpartum (6 months)



Children:

0-5 years of age including those cared for by a single father, grandparent, foster parent, step-parent, or guardian



Income

Have a family income within Federal WIC Guidelines.

If applicant is receiving Medi-Cal, TANF, or CalFresh they are automatically considered income-eligible.



Applying to the WIC Program

- Apply Online *Preferred method*
- Call (209) 558-7377
- Text (888) 413-8165

WIC Clinic Locations in Stanislaus County:

- Modesto
- Turlock
- Patterson
- Oakdale
- McHenry Medical Office

How WIC works

A Step-By-Step Guide

- 01 Apply for WIC**

Call 209-558-7377, TEXT "STANWIC" to (888) 413-8165, or apply online [here](#). A WIC counselor will contact you to complete your application process.

Envíe "ESTANWIC" al (888) 413-8165, o complete su solicitud en línea [aquí](#).
- 02 Complete Application by Phone**

After applying, a WIC counselor will contact you to verify the information provided on the application. You will also be asked for the household size and income to determine your eligibility.

[Click here for the most recent income guidelines.](#)
- 03 Complete Online Class**

Visit wichealth.org to register for an account. Complete the "Welcome to WIC" class before your scheduled appointment.
- 04 Appointment Day**

Complete your appointment in-person or over the phone. Submit the following documents to determine your eligibility. If you do not have the documents available, ask your WIC counselor about other options.

For more information regarding WIC office locations and hours of operation visit:

<http://www.schsa.org/publichealth/programs/wic/offices.shtm>



Resources



Stanislaus County HSA WIC

☎ (209) 558-7377

📞 (888) 413-8165

🌐 www.schsa.org/WIC

👤 Breastfeeding Helpline
(209) 525-4838

This institution is an equal opportunity provider.

SERVICES AVAILABLE:

- Nutrition Education
- Breastfeeding Support
- Healthy Supplemental Food
- Community Referrals

SERVICIOS DISPONIBLES:

- Educación Nutricional
- Apoyo de la Lactancia
- Alimentos Saludables
- Referencias Comunitarias

SCAN THE CODE TO APPLY!

ESCANEE EL CÓDIGO PARA APLICAR



California WIC Card



#MyWICCard



California WIC APP

User-friendly Features

- **Food Balance** screen includes a display of available vs. used food items.
- **WIC Food Scan** linked with your food balance. Use the scanner to quickly identify which foods you can buy with your benefits.
- **Appointment** screen lists the documents you will need for your upcoming phone appointment, and more.
- **Locations of WIC Stores** and WIC Clinics across the State of California.



Pregnant

You may receive food, breastfeeding and nutrition education during your pregnancy.

Example of foods you can get:

16	OZ	Cheese
1	DOZ	Eggs
36	OZ	Breakfast Cereal
1	CTR	Peanut Butter
1	CTR	Dry Beans
16	OZ	Whole Grains
11	\$\$\$	Fruits and Vegetables
4.5	GAL	Milk (1% Lowfat or Nonfat)
144	OZ	Juice
32	OZ	Yogurt (Lowfat or Nonfat)

WIC Foods units of measure:

\$\$\$
Cash Value Benefit

CTR
Container

DOZ
Dozen

GAL
Gallon

OZ
Ounces

Fully Breastfeeding

Mom:

You may receive food, breastfeeding support, and nutrition education for up to 1 year.

Example of foods you can get:

32	OZ	Cheese
2	DOZ	Eggs
36	OZ	Breakfast Cereal
1	CTR	Peanut Butter
1	CTR	Dry Beans
16	OZ	Whole Grains
11	\$\$\$	Fruits and Vegetables
5	GAL	Milk (1% Lowfat or Nonfat)
30	OZ	Canned Fish
144	OZ	Juice
32	OZ	Yogurt (Lowfat or Nonfat)

Infant:

Birth through 11 months

Mom's Healthy Breastmilk

At 6 months

24	OZ	Infant Cereal
64	CTR	Infant Fruits and Vegetables
31	CTR	Infant Meat

At 9 months

24	OZ	Infant Cereal
32	CTR	Infant Fruits and Vegetables
31	CTR	Infant Meat
8	\$\$\$	Fresh Fruits and Vegetables

WIC Foods units of measure:

\$\$\$
Cash Value Benefit

CTR
Container

DOZ
Dozen

GAL
Gallon

OZ
Ounces

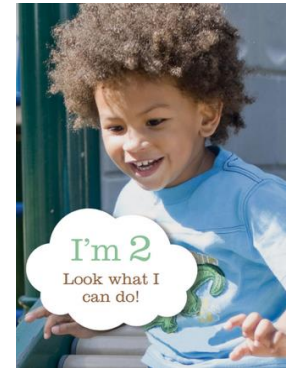
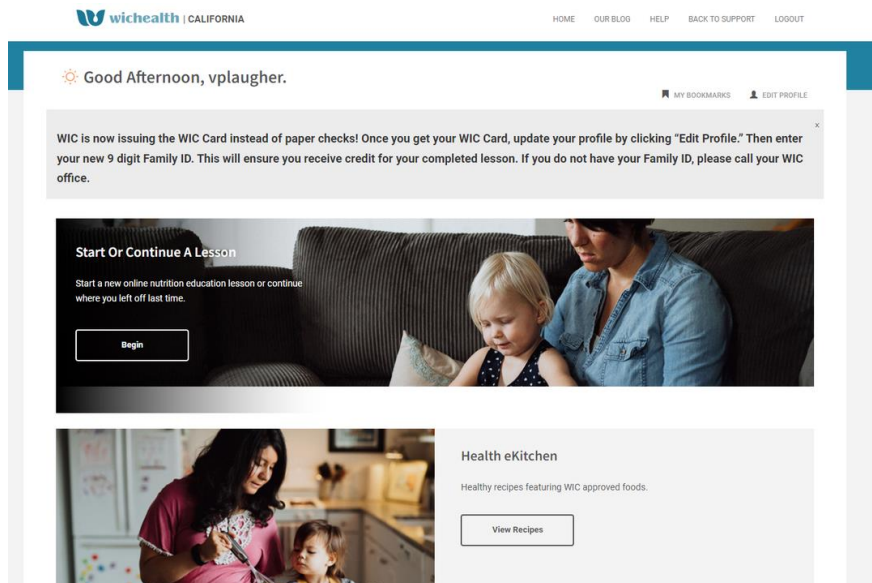
When your baby is 9 months, you can choose a food package with some fresh fruits and vegetables.

WIC Participants Receive:

- Information and support for having a healthy pregnancy
- Education and support for exclusive breastfeeding for the first year of life and beyond
- Personalized nutrition education services
- Benefits to buy healthy foods
- Guidance in preparing healthy meals and snacks for their children
- Referrals to health care providers for high risk factors



Nutrition Education

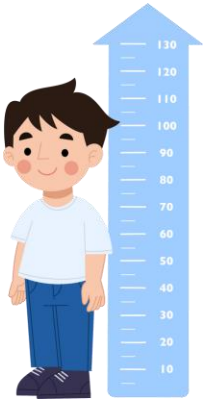


WIC provides practical nutrition information and everyday healthy living tips for families.



WIC and Biometrics

- To ensure proper growth in relation to nutritional intake the WIC program collects the Height and Weights of participants.
- To ensure proper intake of iron rich foods to assist participants with prenatal, postpartum, and pediatric nutritional education the WIC program collects hemoglobin (HgB) of participants.
- Every participant at WIC receives individualized nutritional education from a WIC Nutrition Assistant under the guidance of a Registered Dietitian and Degreed Nutritionists.



WIC provides practical nutrition information and everyday healthy living tips for families.



Medical Referral Form

State of California - Health and Human Services Agency

WIC REFERRAL FOR PREGNANT WOMEN

Health Care Provider: Please provide the information requested below for your patient. This information will be used by the program staff to assess your patient's health status and to provide nutritional counseling, as appropriate, and to determine if your patient is eligible for WIC program services. A completed referral does not guarantee WIC Program benefits and program eligibility requirements must be met.

Provider: _____
 Date last seen: _____
 Date last seen: _____
 Date last seen: _____

Weight: _____ lbs. _____ oz.
 Height: _____ in. _____ cm.

Medical History: _____
 Pregnancy History: _____
 Current Medications: _____
 Allergies: _____
 Other medical or behavioral conditions: _____

Local WIC Agency: _____
 WIC Program: _____
 WIC Office: _____
 WIC Phone: _____
 WIC Email: _____

State of California - Health and Human Services Agency

Medical Formula and Nutritional Request Form

WIC Agency: _____
 WIC Office: _____

SECTION I: Participant/Patient and Health Care Information

Patient Name: (First) _____ (Last) _____ Date of Birth: _____
 Parent/Caregiver: (First) _____ (Last) _____ Phone Number: _____
 Name: _____
 Current Height/Length (Within 60 Days): _____ inches _____ cm.
 Current Weight (Within 60 Days): _____ lbs. _____ oz.
 Measurement Date: _____
 Birth Weight/Length: _____ lbs. _____ oz. _____ inches _____ cm.
 Breastfeeding (birth to 12 months): ☐ Fully breastfeeding ☐ Feeding breastmilk & formula ☐ Never breastfed ☐ Discontinued breastfeeding (Date: _____)

WIC provides these products when they are NOT covered by Medi-Cal. Refer the patient to Medi-Cal for medically necessary formula or medical food.

Patient's Health Insurance: ☐ Private (Does not cover infant products) ☐ Medi-Cal (Submit Rx to pharmacy)

SECTION II: Special Formula/Nutritionals and Qualifying Diagnosis

Formula/Medical Food (Not Listed Below/Specific Name): _____

Premature: ☐ Enfamil NeuroPro EnfoCare ☐ Similac NeoCare ☐ Similac NeoPreemie ☐ Similac NeoPro ☐ Similac NeoPreemie

Hypertension: ☐ Amino Infant ☐ Amino Junior, Unflavored ☐ Amino Junior, Vanilla ☐ Amino Junior, Vanilla ☐ Amino Junior, Vanilla

Nutritional: ☐ Pedialyte ☐ Pedialyte with Fiber ☐ Pedialyte 1.5 Cal ☐ Pedialyte 1.5 Cal with Fiber

Medical Formula: ☐ Similac PM 6040

Form: ☐ Powder ☐ Concentrate ☐ Ready-to-Feed (Requires justification unless this is the only available form)

Amount: _____ ounces per day Duration: ☐ 1 month ☐ 3 months ☐ 6 months ☐ 12 months ☐ 24 months

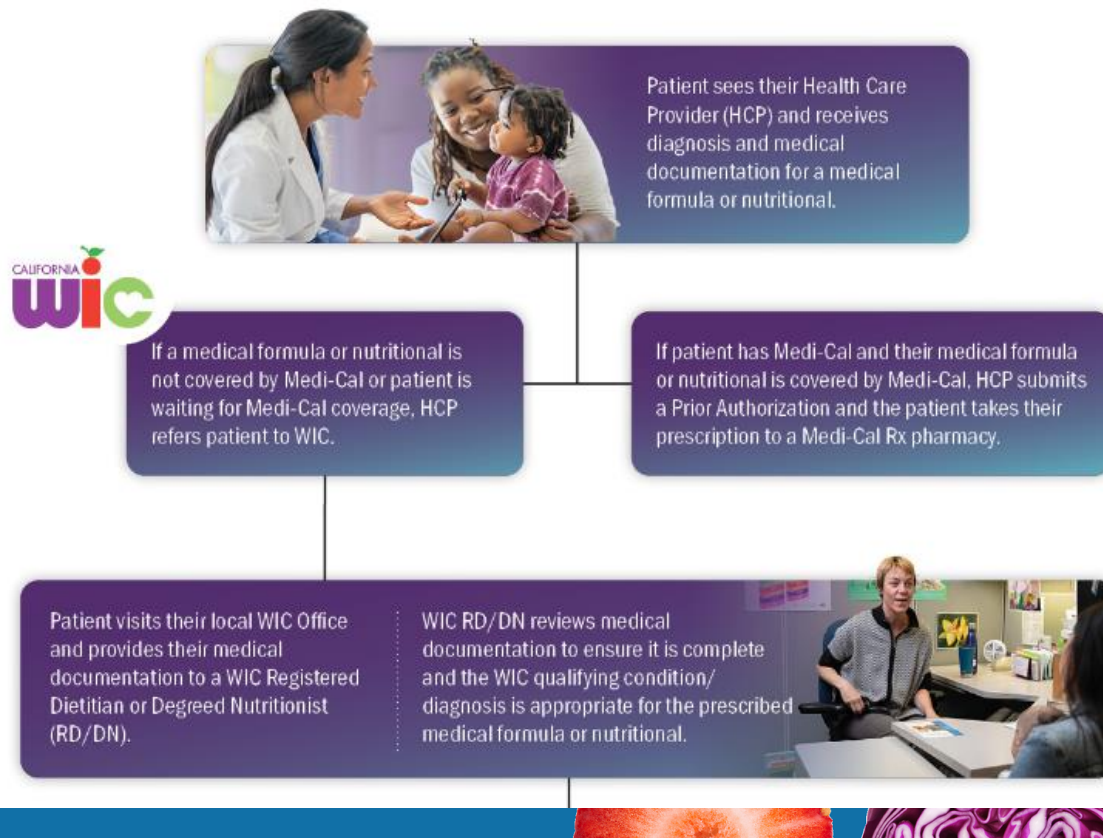
Qualifying Diagnosis: ☐ Dehydration ☐ Failure to Thrive ☐ Perinatal ☐ Low birthweight ☐ Malabsorption ☐ Immune system disorder ☐ Gastrointestinal disorder ☐ Genetic/Metabolic disorder ☐ Life-threatening disorder ☐ Specific food allergy ☐ Other medical condition(s)

CDPH 247 Rev 12/23 The information above is only for use by the intended recipient and contains confidential information. Any unauthorized reuse, distribution or disclosure is prohibited. If you are not the intended recipient, please contact the sender and destroy any copies of this original form. This institution is an equal opportunity provider and employer. Page 1 of 2

- [Pediatric Referral](#)
- [Pregnant Women Referral](#)
- [Postpartum/Breastfeeding Women Referral](#)
- [Medical Formula and Nutritionals Form](#)

High Risk Infant and Therapeutic Formula

Medical Formula Process for a WIC Eligible Individual



High Risk Infants and Therapeutic Formula

WIC is Interim Coverage- Insurance is the Long Term

- WIC is a temporary solution, not the long term.
- WIC will verify that the criteria on the prescription is met.
 - If the diagnosis does not match the prescription, it will get sent back.
- WIC can only verify that the participant has Medi-Cal with consent.

Pumps

- WIC cannot verify breast pump benefits through other health plans.
- WIC does not have an additional list of pumps available from managed care plans.
- WIC only offers brand of pumps offered through the WIC office.



Resources for Healthcare & Community Services

WIC Mandatory Referrals

- TANF, CalFresh, Medi-Cal, Child Support, Substance Abuse, CHDP, Lead screening, immunizations

WIC participants may have non-nutrition related needs:

- Basic (i.e. money, food, housing, transportation, etc.)
- Legal/Public Safety
- Education/Employment
- Family Issues
- Health Care
- Mental Health



Breastfeeding Support



WIC Supports Breastfeeding by:

- Most WIC staff are Certified Lactation Educators/Lactation Education Counselors and have completed USDA Level 2 Breastfeeding Curriculum
 - IBCLC – International Board of Lactation Consultant
 - Breastfeeding Peer Counseling Program
 - Breastfeeding Helpline (209) 525-4838 or text questions (888) 413-4838
- Stanislaus County Breastfeeding Resource & Referral Guide

Medical Referrals to the WIC IBCLC:

- Call WIC BF helpline
- Completing the WIC Postpartum-Breastfeeding Woman Referral form

The California WIC Program promotes, supports, and protects exclusive breastfeeding for approximately the first six months of life and continued breastfeeding for at least the first year.



WIC Lactation Services

WIC IBCLC helps WIC participants wanting to breastfeed by:



**In Person
Lactation
Appointments**

**Telephonic
Lactation
Appointments**

**Overseeing the
Breastfeeding
Peer Counseling
Program**

**Breast Pump
Follow Ups**

**Breastfeeding
Helpline (209)
525-4838**

Staff Trainings



Pumps Available to WIC Participants

Multi-User Hospital Grade Electric Pump

Medela Symphony



Hygeia EnDeare

Multi-User Personal Grade Electric Pump

Hygeia Enjoye



Single-User Personal Grade Electric Pump

Medela Pump-In-Style





HOSPITAL PUMP LOAN PROGRAM



LACTATION EDUCATION COUNSELOR TRAINING

BF COALITION



BREASTFEEDING RESOURCES			
FOR BABY, FOR MOTHER, FOR THE COMMUNITY - 2025			
BREASTFEEDING HELPLINES		PRENATAL CLASSES	
WIC Breastfeeding Helpline La Leche League International National BF Helpline 24hr	(209) 525-4838 (877) LA-LECHE or (877) 452-5324 (800) 994-9652	Free Online: WIC Program (For WIC participants) Free In-person: Emanuel Medical Center Fees May Apply: Doctors Medical Center (Scholarships available) Memorial Medical Center (Online) Kaiser (Members only)	(209) 558-7377 (209) 664-2670 (209) 576-3747 (209) 572-7210 (209) 557-1601
BREASTFEEDING SUPPORT		BREAST PUMP RENTALS	
WIC Program (Free for participants) Lactation Consultant Breastfeeding Peer Counseling Lactation Consultants (Fees may apply) Andrea Ramirez thelatchelife.com Kimberly Hunter doulakimhunter.com	(209) 525-4838 (209) 613-0666 (209) 481-8055	WIC Program (Free for participants) Memorial Medical Center (Fees may apply) Kaiser (Members via Dr. Rx)	(209) 558-7377 (209) 572-7210 (209) 573-6060
HOSPITALS		FOR MEDI-CAL BENEFICIARIES	
Kaiser Permanente* Doctors Medical Center* Emanuel Medical Center Memorial Medical Center (By appointment only)	(209) 735-3600 (209) 576-3763 (209) 664-2650 (209) 572-7210	Health Plan of San Joaquin Call Customer Service M-F 8 a.m. - 5 p.m. Eng: 1-888-936-7526 Sp: 1-888-332-7526 Health Net Call Member Services 1-800-675-6180	
*Bedside Only		BREASTMILK DONATIONS	
		Mothers' Milk Bank mothersmilk.org	(877) 575-6545
 BREASTFEEDING COALITION OF STANISLAUS COUNTY A network of advocates promoting and supporting breastfeeding through the education of families, our community, and health care providers. For more information, email BFCS@stsa.org			

BF COMMUNITY RESOURCE GUIDE



WIC AT FARMER'S MARKETS



WIC BF CELEBRATION EVENT AUGUST 2025

Contact Information

Austin Hubbard
Staff Services Coordinator

Email: AHubbard@schsa.org

Veronica Plaugher
WIC Director

Email: VPlaugher@schsa.org



Next Look and Learn

Date: 12/10/2025

Time: 12:00 PM to 1:30 PM



THANK YOU!



www.hpsj-mvhp-org | 1-888-936-PLAN
(7526)



San Joaquin

HPSJ/MVHP Headquarters
7751 South Manthey Road
French Camp, CA 95231



Stanislaus

1025 J Street
Modesto, CA 95354



El Dorado

4237 Golden Circle Drive
Placerville, CA 95667