



HPSJ/MVHP Emergency Preparedness Training for Third-Party Contractors Effective 11/1/2025



Community • Partnership • Wellness

Greetings HPSJ/MVHP Third-Party Contractors, including Network Providers, Subcontractors, Downstream Subcontractors and related entities!

At Health Plan of San Joaquin/Mountain Valley Health Plan (HPSJ/MVHP), we're committed to supporting you, our valued Third-Party contractors, 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.

We aim to create a seamless and collaborative approach to emergency preparedness, ensuring we're all ready to respond effectively when it matters most.



Before the Emergency Strikes

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 Healthcare Emergency Preparedness Coalition (Email SCHEPC@schsa.org)



Before the Emergency Strikes

Get Plugged In

Know your threats (e.g., wildfire, floods) and sign up for emergency alerts. 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. Examples are:

County

- **Alpine County Public Health Emergency Preparedness Resources**
<https://www.alpinecountyca.gov/196/Emergency-Preparedness-Section>
- **El Dorado County Public Health Emergency Preparedness Resources**
<https://www.eldoradocounty.ca.gov/Public-Safety-Justice/Safety-Justice/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>



Before the Emergency Strikes

Get Plugged In

The State and federal government also have sites and tools that are useful, such as:

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-online-resources-now-available-to-help-prepare-for-wildfires/>
- **CalOES Be Disaster Ready, California.** This site provides the public information on 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 resources about emergency preparedness.
<https://www.cdph.ca.gov/Programs/EPO/Pages/BePreparedCalifornia.aspx>



Before the Emergency Strikes

Get Plugged In

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. <https://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/>.



Before the Emergency Strikes

Ensure compliance with CMS Emergency Preparedness Final Rule (EP)

- The updated CMS EP Final Rule establishes national emergency preparedness requirements for Medicare- and Medicaid-participating providers and suppliers to plan adequately for both natural and man-made disasters and coordinates 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.

<https://www.cms.gov/files/document/qso-21-15-all.pdf>

Include HPSJ in your Emergency Plans

- Ensure that notifying and advising HPSJ regarding your operations during an emergency are in your emergency plans. Have HPSJ's Call Center Customer Service telephone numbers [1(888) 936-7526 (PLAN) TTY 711 (Monday through Friday, 8 a.m. to 5 p.m.)] and your HPSJ Provider Services Representative contact information included, as well.



When the Emergency Strikes

Notify HPSJ 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 HPSJ Procurement Team 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, HPSJ Procurement Team may conduct outreach telephone calls to Vendors and/or Subcontractors that are in/near the areas affected by the emergency/disaster.

Communications to Third-Party Contractors

- HPSJ Procurement Team will provide you with details on necessary modifications during emergencies to ensure Members can access Covered Services. This information will be communicated directly by the Procurement Team, and additional resources may be available on the HPSJ website in the Procurement Area (<https://www.hpsj.com/procurement/>).
- You can contact the HPSJ Call Center for assistance or questions. HPSJ's call center staff, located at French Camp, Modesto, Placerville, and working remotely across the state, are available to assist with inquiries from Vendors and Subcontractors.



When the Emergency Strikes

Information to Members

- HPSJ has several methods to provide information to its Members during emergencies. HPSJ has its Call Center and can make additional resources available to Members in the Member Area of the HPSJ website.

<https://www.hpsj.com/members/>



When the Emergency Strikes

FOR ASSISTANCE

For general inquiries, you may reach your Procurement Team listed below:

Notify Health Plan of a service interruption or outage by contacting us in one of the following ways:

➤ EPalerts@hpsj.com

➤ (209) 639-1609

➤ **Submit Web Form for “Third Party Service Interruptions and Outages”**

1. Third-Party Name
2. Third-Party TAX ID
3. Third-Party Rep Name (reporting issue)
4. Third-Party Rep EMAIL
5. Third-Party Rep Phone
6. Third-Party POC name at Health Plan
7. Incident resulting in Service Interruption/Outage (indicate which apply)
 - a. Fire
 - b. Earthquake
 - c. Storm
 - d. Flood
 - e. Tornado / Hurricane / Tsunami
 - f. Other (Please explain)
8. Type of Service Interruption (indicate which apply)
 - a. Power outage
 - b. Internet / Network outage
 - c. Hardware failure
 - d. Breach
 - e. Labor shortage / Strike
 - f. Civil unrest
 - g. Other (please explain)
9. Service interruption/downtime start date
10. Anticipated Service Interruption /downtime end date
11. Additional Information (box)



**Please sign and submit
the attestation for
receipt of the
completion.**

Thank you!