

PROVIDER ALERT

New Member and Participant ID Numbers and ID Cards

To: Health Plan of San Joaquin (HPSJ) and San Joaquin Health Administrators (SJHA) Providers

From: Provider Services

Date: June 29, 2011

Subject: New Member and Participant ID Numbers and ID Cards

This is a follow-up to the Provider Alert we sent to you dated June 3, 2011. Member and Participant ID numbers will change **effective July 1, 2011**. New member ID numbers became available in Doctor's Referral Express (DRE) beginning June 27, 2011.

Member ID numbers will contain 9 digits beginning with the number "2".

Below is a sample of the front and back of the new Member ID cards:

  <p><FirstName> <MI> <LastName> ID #: <ID#> Plan: <LOBDesc></p> <p>Office XXXXXX ER/Urgent XXXXXX Hospital XXXXXX Rx XXXXXX</p> <p>Network/Group: <NetwGrp> PCP: <PCPName> PCP Phone #: <Phone> 24/7 Nurse Line #: <Advice Nurse></p> <p><small>This card is for identification only and does not guarantee eligibility or payment for services. Providers: Verify member's PCP assignment and eligibility.</small></p>	<p>For Members: Some of your care may need approval. Please look in your Benefit Booklet or call us. If you have a medical emergency, call 911 or go to the hospital. You do not need to get an approval ahead of time for your emergency care. Customer Service: 1-888-XXX-PLAN (7526) You can ask for an interpreter at every medical visit at no charge to you. TTY for people who are Hearing Impaired or have Speech Disabilities call (XXX) XXX-XXXX.</p> <p>For Providers: Authorizations, Benefits, Eligibility and Customer Service: (209) XXX-XXXX</p> <p>Mail Claims: Health Plan of San Joaquin P.O. Box 839 El Cerrito, CA 94530</p> <p>Pharmacy Administrator: MedImpact Submit prescription claims to MedImpact's online system for immediate adjudication. 1-800-XXX-XXXX RxBIN: XXXXXX RxCNGroup: XXXXXX</p> <p>www.hpsj.com</p>
  <p><FirstName> <MI> <LastName> ID #: <ID#> Plan: <LOBDesc> Network/Group: <NetwGrp></p> <p>Office XXXXXX ER/Urgent XXXXXX Hospital XXXXXX Rx XXXXXX</p> <p><small>Some services may be available through County Health Care Services at inpatient/outpatient/casual - refer to your Benefit Booklet.</small></p> <p>24/7 Nurse Line #: <Advice Nurse></p> <p>PCP: <PCPName> PCP Phone #: <Phone></p> <p><small>This card is for identification only and does not guarantee eligibility for services. Providers: Verify participant's PCP assignment and eligibility.</small></p>	<p>For Participants: Certain services require prior authorization. Please refer to your Benefit Booklet or call customer service. If you have a medical emergency, call 911 or go to the hospital. You can get emergency or urgent care services from any provider without prior authorization. Customer Service: 1-888-XXX-PLAN (7526)</p> <p>For Providers: Authorizations, Benefits, Eligibility and Customer Service: (209) XXX-XXXX</p> <p>Mail Claims to: San Joaquin Health Administrators P.O. Box 839 El Cerrito, CA 94530</p> <p>Pharmacy Administrator: MedImpact Submit prescription claims to MedImpact's online system for immediate adjudication. 1-800-XXX-XXXX RxBIN: XXXXXX RxCNGroup: XXXXXX</p> <p>Interplan Health Group A HealthSmart Network www.sjha-online.com</p> <p><small>HealthSmart is available when traveling out of state or if out of area.</small></p>

For Providers – Action Required

- Ask your patients to present their new ID cards at the time of their visit.
- If your patient's ID card does not list a PCP, please advise your patient to call HPSJ Customer Service at 1-888-936-7526 to indicate their PCP selection. A new ID card listing the PCP will be sent.
- Check your patients' ID card at each visit, as well as their eligibility and benefit coverage through our online provider portal, Doctor's Referral Express (DRE).
- If your patient has not received the new ID card, you can find their new member ID number in DRE.
- Enter the ID number exactly as it appears on the card to avoid delays in reimbursement.
- If you use a billing service, practice management vendor, or a clearinghouse, please share this information with them to ensure their ability to process your claims.
- Services rendered prior to July 1st should be billed with the existing ID number.
- Please use the P.O. Box address on the backside of the ID card for billing paper claims.

For Members and Participants - ID Card Changes

- HPSJ Members and SJHA Participants will receive new ID cards by mid-July.
- Members should discard the current ID card upon receipt of their new HPSJ or SJHA ID card.

If you have questions, please contact our Provider Services Department by calling 209-942-6340.