

January 15, 2021

Notice of Changes to HPSM Provider Manual 2021

Dear provider,

Our Provider Manual is updated annually and is now ready for review by network providers:
www.hpsm.org/provider/resources/provider-manual

Changes to the Provider Manual are effective January 1st, 2021. Please continue to follow policies and procedures from the 2021 Provider Manual through December 31, 2021. Here is a summary of changes to the Provider Manual:

Section 1: About the Health Plan of San Mateo (HPSM)

- To contact HPSM Provider Services staff for all matters urgent and non-urgent, please email PSInquiries@hpsm.org. This account is monitored during working hours, Monday-Friday 8am – 5pm.

Section 2: Customer Support

- New HPSM members are no longer referred to as “Special Members”. Their eligibility recording will instead state “Unassigned Member”.
- HPSM members can now select a PCP on the HPSM Member Portal.
- HPSM Medi-Cal members under 21 years old who are eligible for California Children’s Services (CCS) are automatically enrolled into the Whole Child Model (WCM) program.

Section 3: Member Complaints

- A 60 calendar day time-limit is now in place for filing CareAdvantage and Cal MediConnect member grievances.

Section 4: Claims

- Clarified the process of submitting claims to HPSM when HPSM is billed as secondary insurance.

Section 5: Provider Disputes

- Non-contracted providers who wish to dispute a CareAdvantage claims determination must now also a waiver of liability with their appeal.

Section 6: Ancillary Services

- The most up-to-date information regarding prior authorizations for ancillary and other services is available on the HPSM website at www.hpsm.org/provider.

Section 7: Utilization Management

- No content changes to this section.

Section 8: Provider Services

- Please refer to this section of the Provider Manual for information on current credentialing processes.
- Please refer to this section of the Provider Manual for a complete list of providers' rights and responsibilities pursuant to their HPSM contract.
- Providers are now required to notify HPSM in writing within fourteen (14) calendar days if any of the following actions are taken against you or any practitioner on your staff:
 - Revocation, suspension, restriction, non-renewal of license, certification or clinical privileges.
 - A peer review action, inquiry or formal corrective action proceeding, or investigation.
 - A malpractice action or governmental action, inquiry or formal allegation concerning qualifications or ability to perform services.
 - Formal report to the state licensing board or similar organization or the National Practitioner Data Bank of adverse credentialing or peer review action.
 - Any material change in any of the credentialing information submitted to HPSM.
 - Sanctions under the Medicare or Medi-Cal programs.
 - Any incident that may affect any license or certification, or that may materially affect performance of the obligations under the agreement.
- Clarified that providers must notify HPSM, in writing, at least ninety (90) calendar days in advance of any decision to terminate their relationship with HPSM or a participating provider group.

Section 9: Quality Improvement

- Clarified that the Quality Improvement Committee (QIC) membership includes the Chief Medical Officer or delegate Medical Director.
- Minor changes to provider site and medical record review processes to reflect the 2020 APL guideline updates.
- Adjusted point values for Provider Site Review and Medical Record Review Surveys.
- Revised the Critical Elements for scoring full scope Facility Site Reviews (FSR) to the following (please note that Critical Elements 11-14 apply only to sites performing cold sterilization or utilizing an autoclave):
 - Exit doors and aisles are unobstructed and egress (escape) accessible.

- Airway management equipment, appropriate to practice and populations served, are present on site.
- Emergency medicine such as asthma, chest pain, hypoglycemia and anaphylactic reaction management: Epinephrine 1:1000 (injectable), and Benadryl 25 mg. (oral) or Benadryl 50 mg./ml. (injectable), Naloxone, chewable Aspirin, Nitroglycerine spray/tablet, nebulizer or metered dose inhaler and glucose. Appropriate sizes of ESIP needles/syringes and alcohol wipes.
- Only qualified/trained personnel retrieve, prepare or administer medications.
- Physician Review and follow-up of referral/consultation reports and diagnostic test results.
- Only lawfully-authorized persons dispense drugs to patients.
- Drugs and Vaccines are prepared and drawn only prior to administration.
- Personal Protective Equipment (PPE) is readily available for staff use.
- Needle stick safety precautions are practiced on-site.
- Blood, other potentially infectious materials (specimens) and regulated wastes (sharps/biohazard non-sharps) are placed in appropriate. Leak-proof, labeled containers for collection, processing, storage, transport or shipping.
- Staff demonstrates /verbalizes necessary steps/process to ensure sterility and/or high-level disinfection to ensure sterility/disinfection of equipment.
- Appropriate PPE is available, exposure control plan, MSDS and clean up instructions in the event of a cold chemical sterilant spill.
- Spore testing of autoclave/steam sterilizer is completed, with documented results (at least monthly).
- Management of positive mechanical, chemical, and/or biological indicators of the sterilization process.

Section 10: Health Education

- Provided new instructions for accessing interpreter services. These instructions are also available here: www.hpsm.org/provider/resources/language-services

Section 11: Fraud Waste and Abuse

- No content changes to this section.

Section 12: Privacy

- Defined a Security Incident as an attempted or successful unauthorized access, use, disclosure, modification, or destruction of PHI or PI, or confidential data or interference with system operations in an information system.

Thank you for your contributions to our members and communities and be well in this New Year. Kind regards,

HPSM Provider Services Department