



Health Partners Plans

March 26, 2020

RE: COVID-19 Update – Shift Care

Dear Provider,

We hope that you and your staff are doing well during these unprecedented times. This is a follow-up to the communications we released on March 16th and 22nd, targeted specifically to providers who manage shift care for our members.

We have created a COVID-19 page on our website at [HPPlans.com](https://www.hpplans.com). This page will be continually updated as new information is released by any of the regulators, CDC or Health Partners Plans (HPP). We strongly encourage you to check this site routinely for the most current information regarding our members, plan and employees. We understand the direction from state and federal agencies often change as the information and guidance surrounding COVID-19 evolves and we are also keeping updated so that our members can continue to have access to the care they need.

Shift care agencies are providing valuable in-home care and family support during the current COVID-19 pandemic. Health Partners Plans is requesting that shift care providers provide enhanced feedback to Health Partners Plans. Our partnership during this time is crucial to ensure that Health Partners Plans is notified of any barriers to a child's care and can then attempt to find resolution.

Requesting weekly reporting as follows:

- Current weekly missed shift reports must be clearly detailed as to why shifts were missed. Especially regarding barriers due to current crisis (e.g. primary nurse called out due to fear of exposure for self, family, parent deferred care and not going to work to stay home and provide child's care/does not want nurse coming in and out of home, etc.)
- Agencies are to provide weekly updates for all children, including children who are currently fully staffed. Please include details for each child/family's status that staffing is in place and not at risk as well as any issues/barriers that need to be addressed.

Weekly reports for missed shifts are due every Wednesday for the previous week. Please send details regarding all children authorized to receive care by your agency to missedshifts@hpplans.com

If you have any questions, call the Provider Services Helpline at **1-888-991-9023** (Monday–Friday, 9 a.m. to 5:30 p.m.) or call Margaret Liberty, Ancillary Services Medicaid Manager at 215 991-4089 or Janice Velazquez, Shift Care Coordinator at 215 845-4860

Finally, please note that HPP remains in full operations at this time and our remote workforce is able to assist you and our members with all of the quality service you have come to know over the last 30 years. Thank you for your understanding and cooperation. As always, we appreciate our partnership with you to continually improve the health outcomes of our members.

Sincerely,

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