



## Health Partners Plans

March 26, 2020

**RE: COVID-19 Update – Facility UM Appeals**

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 16 and 22, targeted specifically to providers who might submit utilization review appeals to Health Partners Plans (HPP).

**We have created a COVID-19 resources page on our website, which can be found at [HPPlans.com/COVID19](https://HPPlans.com/COVID19). This page will be continually updated as new information is released by any of the regulators, CDC, and HPP. We strongly encourage you to check this site routinely for the most current information regarding our members, plan and employees.** We want to ensure our members continue to have access to the care they need. We understand the direction from state and federal agencies often changes as the information and guidance surrounding COVID-19 evolves and we need to be sensitive to that.

In response to increased demands on our providers, HPP revised the inpatient provider appeals submission process. Effective March 30, 2020, providers will be required to submit appeal requests via secure email to [appeals@hpplans.com](mailto:appeals@hpplans.com). By using this submission method, we can guarantee a much quicker response. The second page of this communications has answers to questions we believe may be asked.

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,

*Michael K. Krusen*

Michael K. Krusen  
Regional Vice President, Provider Network Operations

**1. How can I get further assistance with the inpatient appeals submission process?**

Contact Provider Appeals via email at [appeals@hplans.com](mailto:appeals@hplans.com) or contact the Provider Services Helpline: 1-888-991-9023 (M-F, 9 a.m. – 5:30 p.m).

**2. What if my appeal documentation file is too large and I can't attach it to an email?**

Contact the HPP Provider Appeals Department email address ([appeals@hplans.com](mailto:appeals@hplans.com)) and you will receive a reply with an encrypted message in a compressed format and instructions allowing you to attach your appeal documentation.

**3. What if my facility's privacy and security policies won't let me submit my appeal through secure email?**

HPP takes the commitment to confidentiality seriously. Please know our email system is highly secure, and it uses robust encryption. It is compliant with all applicable HIPAA standards. For more information on our solution, please reference: [www.mimecast.com/content/hipaa-messaging-compliance/](http://www.mimecast.com/content/hipaa-messaging-compliance/).