



Health Partners Plans

December 10, 2020

RE: Provider Check-In

Dear Provider,

As the surge of COVID-19 continues, Health Partners Plans (HPP) remains committed to providing our provider network with up-to-date information to help guide you through this Public Health Emergency (PHE). From the start of this pandemic, HPP has provided constant communication about changes to policies and procedures in order to remove potential barriers to needed care for our collective members. All previously communicated changes to policies and procedures because of COVID-19 remain intact.

All provider communications can be found at www.hpplans.com/providers. We commit to continue providing written notification of any future changes that may impact your day-to-day operations. Please visit the provider section of our website regularly for up-to-date information, policy changes that may occur due to the PHE, and other resources.

We are very thankful for the continued commitment of your entire practice for prioritizing the needs and safety of your staff and our collective members. We are here to help in any way we can.

If you have any questions, please call HPP's Provider Services Helpline at **1-888-991-9023**.

Sincerely,

Michael K. Krusen

Michael K. Krusen
Regional Vice President, Provider Network Operations

901 Market Street, Suite 500, Philadelphia, PA 19107
215-849-9606 HealthPartnersPlans.com