


# Provider Resource Guide


## Health Partners Plans Medicaid Enhanced Member Supports Unit (formerly known as SNU)


Thank you for being a valued provider for members in one or more of our health plans: Health Partners Plans Medicaid, Health Partners Plans CHIP, Jefferson Health Plans Medicare Advantage, and/or Jefferson Health Plans Individual and Family Plans.

Our Enhanced Member Supports Unit (EMSU) collaborates with providers to help your patients, and our members, get the health care and community services they need to stay healthy and to follow their treatment plans. Our EMSU teams can help arrange follow-up care after a hospital stay, coordinate outpatient and home care, connect patients to community-based social services, and much more.

We have age-defined units available to your patients to assist them on their health care journey.

 Our Baby Partners program includes trained staff to assist expectant moms throughout their pregnancy and through the first year of life for the newborn.

 Pediatric Care Coordination follows our members up to age 21 with age-appropriate preventive needs such as immunizations, as well as more complex shift care needs.

 Adult Care Coordination supports members over the age of 21 with complex conditions such as diabetes, COPD, and more.

### Coordination of services includes:

- Medically tailored meals
- Behavioral health resources and providers
- Coordination of services for members with complex care management needs
- Long-term residential care or inpatient care
- Shift care nursing or medical daycare resources
- Community-based social care and advocacy agencies
- Specialized services for patients with physical or intellectual needs

### Staff also assesses member needs and coordinates a variety of services and community programs, including but not limited to:

- Assistance in selecting a PCP and/or other specialty care providers when required
- Identifying and scheduling multiple specialty appointments and the transportation needed
- Discharge planning from hospitals and skilled nursing facilities
- Coordination of follow-up care after a hospital stay or emergency room visit
- Referrals and application assistance for waiver programs and SSI benefits when applicable

## Referral Process

Referrals are accepted from many sources including PCPs, specialists, community and hospital social workers, discharge planners, and members.

After submitting a referral, you can expect a care coordinator to reach out to the designated provider contact to discuss an individualized plan of action for the ongoing care of the referred patient.

### Referrals can be sent via phone, email or fax.

 215-548-4797

 [ClinicalConnections@HPPlans.com](mailto:ClinicalConnections@HPPlans.com)

 Fax [form](#) to 215-845-4181

Health Partners Plans, Inc. (HPP), uses Jefferson Health Plans as the marketing name for some of its lines of business. Current lines of business are: Jefferson Health Plans Individual and Family Plans, Jefferson Health Plans Medicare Advantage, Health Partners Plans Medicaid, and Health Partners Plans CHIP. All communications will specify the impacted line of business within the content of the message.