



MEMO

To: JMPN Physicians and Staff

Date: December 5, 2023

Re: Canopy Health Alliance Referral Program

This memo is intended to provide information about the Canopy Health Alliance Referral Program.

All JMPN Foundation and independently contracted providers (those listed on the JMPN Provider Roster) participate in the Canopy Health Commercial network and Canopy Health members have access to specialists (including Physical Therapy providers) that participate with Canopy Health.

What is Canopy Health?

Canopy Health is a network of several medical groups, hospitals and medical facilities that have partnered and have come together to give members access to other specialists, hospitals, and medical services throughout the San Francisco Bay Area. There are 6 physician groups that participate in the Canopy Health Commercial network:

1. John Muir Physician Network (JMPN)
2. Hill Physicians Medical Group
3. Meritage Medical Network
4. Santa Clara County IPA (SCCIPA)
5. Dignity Health Medical Network – Santa Cruz
6. Providence Medical Network

These physician groups work together to create a single, integrated Canopy Health referral network. This means that Canopy Health members have access to in-network services with the entire Canopy Health network of nearly 5,500 providers and 30 hospitals across 9 Bay Area counties.

How do Referrals and Authorizations work through the Alliance Referral Program?

- Members meet with their Primary Care Physician (PCP) or specialist to explore treatment options.
- When clinically appropriate, the requesting physician initiates an electronic referral to a Canopy Health specialist via Epic, PlanLink or fax.
- Referrals may be considered to Canopy Health providers outside of JMPN or the member's home medical group and are not limited to those specialists.



- Referrals to specialists in the Canopy Health network are automatically approved unless the services or procedure being requested is listed on the home medical group's prior auth list which would then require review for medical necessity.
- This process includes Canopy Health Commercial and United Healthcare Medicare Advantage (MA) members that are part of other medical groups (i.e. Hill Physicians) who would get a referral authorization from their home medical group to see a JMPN specialists.
- **Please note, all lab services for JMPN members must be referred to LabCorp.**

Please also note that effective January 1, 2024, JMPN will not be participating in the Canopy Health United Healthcare Medicare Advantage plan but members can continue to see JMPN specialists with a referral authorization from their home medical group (as listed on the member's ID card).

Members may in certain circumstances, qualify for Continuity of Care services. A request must be submitted to the member's Health Plan by the member and the Health Plan will approve/deny the request. For more information, please visit the Department of Managed Healthcare (DMHC) website: <https://www.dmhc.ca.gov/healthcareincalifornia/yourhealthcarerights/continuityofcare.aspx>

As a quick reference, we have included a list of health plans that JMPN holds contracts with in 2024.

Questions?

Should you have any questions, please contact the JMPN Customer Service department at (925) 952-2887.

Thank you.