

## Reporting Provider Preventable Conditions

Blue Shield of California Promise Health Plan requires all network participants to report Provider Preventable Conditions (PPCs) to the Department of Health Care Services (DHCS) using the DHCS secure online reporting portal and to also inform Blue Shield Promise about the report.

This requirement aligns with DHCS [All Plan Letter 17-009](#), "Reporting Requirements Related to Provider Preventable Conditions."

PPCs include health care-acquired conditions and other provider-preventable conditions, as explained on the DHCS [PPC definitions](#) page.

### Procedure

1. To report PPCs to DHCS, log in to the [secure online reporting portal](#) and fill out the form.
  - a. Provide information about where and when the PPC occurred, what condition the member experienced, patient identification, and so forth.
  - b. [View DHCS Instructions for Reporting PPCs](#)
  - c. Email questions to [PPCHCAC@dhcs.ca.gov](mailto:PPCHCAC@dhcs.ca.gov)
2. Next, send an email to [BSPromisePPCHCAC@blueshieldca.com](mailto:BSPromisePPCHCAC@blueshieldca.com) with details about your PPC report.
  - a. Please ensure the email is sent following your organization's secure email method policy and encrypt any emails sent to Blue Shield Promise that contain patient/member protected health information.
  - b. Attach a completed Blue Shield Promise [PPC/HCAC Submission Form](#).
  - c. Include the member's medical records.

We appreciate your cooperation in helping us to provide high-quality care to our Blue Shield Promise members and to align with DHCS requirements.

Should you have any questions, please contact us at [BSPromisePPCHCAC@blueshieldca.com](mailto:BSPromisePPCHCAC@blueshieldca.com).