



New Pharmacy Contact Information for 2020

Please keep this information handy.
The following is effective Jan. 1, 2020.

New Patient & Provider Helplines

	Commercial, Covered California & Cal Choice	Medicare
Phone	1-855-298-4252	1-855-222-3183

Please note: these numbers will be available 24/7 for provider and patient support with pharmacy-related questions.

New Pharmacy Prior Authorization Contact Information

	Commercial & Cal Choice	Covered California	Medicare
Phone	1-800-294-5979	1-855-582-2022	1-855-344-0930
Fax	1-888-836-0730	1-855-245-2134	1-855-633-7673
Online	account.covermymeds.com providerportal.surescripts.net/providerportal		
Mail	Sharp Health Plan c/o CVS Caremark Attn: Commercial P.O. Box 52084 Phoenix, AZ 85072-2084		Sharp Health Plan c/o CVS Caremark Attn: Medicare P.O. Box 52000 MC 109 Phoenix, AZ 85072-2000



New Pharmacy Appeals Contact Information

	Commercial, Covered California & Cal Choice	Medicare
Phone	1-855-298-4252	1-855-344-0930
Fax	1-866-443-1172	1-855-633-7673
Online	sharphealthplan.com/appeal	sharpmedicareadvantage.com/appeal
Mail	Sharp Health Plan c/o CVS Caremark Attn: Prescription Claim Appeals MC 109 CVS Caremark P.O. Box 52084 Phoenix, AZ 85072-2084	Sharp Health Plan c/o CVS Caremark Attn: CVS Caremark Appeals P.O. Box 52000, MC109 Phoenix, AZ 85072-2000

Please note: there will be no change to our current pharmacy grievance process, or our appeals and grievance process related to drugs on the medical benefit. Our existing medical appeals and grievance process will also not change.

Questions?

Please visit our website at sharphealthplan.com/pbmproviders, or contact Provider Relations at provider.relations@sharp.com or 1-858-499-8330.

