



8520 Tech Way, Suite 200  
 San Diego, CA 92123  
 1-858-499-8300



# Provider Alert

**To:** Sharp Health Plan Providers and Provider Office Staff  
**From:** Sharp Health Plan  
**Date:** November 22, 2021  
**Subject:** After-Hours Survey Reminder

Attention Provider Partners,

This is a reminder that the annual After-Hours Survey is currently underway through December 31, 2021. Per Department of Managed Health Care regulations, the purpose of the survey is to confirm that members who call you after normal business hours will receive appropriate messaging and access to care. Below are the compliant answers to the standard survey questions:

Questions	Compliant Answers
What would you tell a caller who states he/she is dealing with a life-threatening emergency situation?	Hang up and dial 911 AND/OR Go to the nearest emergency room
If a patient expresses an urgent need to speak with a clinician, is there a way you can put them into contact with the provider, or an on-call provider or health care professional such as an advice nurse?	Yes
In what timeframe can the patient expect to hear from the provider or on-call provider?	Immediately OR 30 minutes or less

You can find more details regarding after-hours telephone access requirements and the After-Hours Survey in the [Provider Operations Manual](#) or in Sharp Health Plan’s SHP-HS-PN-110 policy and procedure, available on the [Sharp Connect provider portal](#).

Thank you for your continued partnership in providing the best care possible to our members. If you have any questions, please contact us at [provider.relations@sharp.com](mailto:provider.relations@sharp.com) or 1-858-499-8330. We are available to assist you on weekdays from 8 a.m. to 5 p.m.

Sincerely,

Yolanda Hunt-Boes, MBA, PMP, PCM  
 Manager, Network Management and Application Optimization

NOTICE: The information contained in this message may be privileged and confidential and is only for the use of the individual or entity named on this coversheet. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver the message to the intended recipient, the reader is hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please notify Sharp Health Plan immediately and destroy all information received.