



Provider Update

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: Tuesday, December 21, 2021
Subject: **Coming soon: new bulk request process for eligibility and claims**

This notice is to inform you of a new process for bulk requests of patient eligibility and claims status that will be effective from Monday, Dec. 27, 2021, through Monday, Jan. 31, 2022.

Why will we have this new process for bulk requests?

Our Customer Care team is working hard to deliver The Sharp Experience to our new and returning members for 2022. We're asking all providers to support our team by following the new bulk request process for patient eligibility and claims status starting next week.

What steps must we take to submit bulk requests of patient eligibility and claims?

Step-by-step instructions for the new process will be delivered via fax and email next week and on a weekly basis through January 2022. In the meantime, if you do not already have a Sharp Connect provider portal account, please register on the website at sharphealthplan.com/login today. For assistance, please contact a Provider Account Specialist at the information below.

For Single Patient Verifications: Please continue to use the provider portal or our dedicated 24/7 provider line at **1-858-499-8200** to check a patient's eligibility with over-the-phone self-service. When you call our provider line, you will be prompted to enter your NPI for authentication. Then select the option to verify eligibility and enter your patient's Sharp Health Plan member ID number.

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 at **1-858-499-8330**. We are available to assist you on weekdays from 8 a.m. to 5 p.m.

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