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San Diego, CA 92123
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Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: December 27, 2021
Subject: Office and After-Hours Standards Reminder

Attention Provider Partners,

This communication is to remind you of Sharp Health Plan's requirement for primary care office hours. Generally, office hours are from 9:00 a.m. to 5:00 p.m.; however, the provider has flexibility to maintain their own reasonable and regular office hours. All primary care sites are required to post their regular office hours and be available to members at least 20 hours a week.

Additionally, Sharp Health Plan requires primary care physicians to make provisions so that members have access to urgent and emergency care 24 hours a day, seven days a week. Every after-hours caller is expected to receive emergency instructions and be provided the option to speak with an on-call provider or health care professional within 30 minutes.

More details regarding office hour and after-hour standards can be found in the [Provider Operations Manual](#) or in Sharp Health Plan's policies and procedures (HS-PN-110), located on [Sharp Connect](#).

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 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