



Provider Alert

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: October 24, 2022
Subject: **Provider Operations Manual for Sharp Direct Advantage – Effective January 1, 2023**

Our Provider Operations Manual (POM) for Sharp Direct Advantage (Medicare) has been updated. Below is a summary of changes, effective January 1, 2023. You can find the POM online at sharphealthplan.com/pom.

2023 Medicare POM Sections	Subsections	Page #	Summary of Changes
Section I: Introduction and Provider Experience	About Us	7	<ul style="list-style-type: none">Revised section with updated verbiage about Sharp Health Plan.
Section I: Introduction and Provider Experience	Service Areas	8	<ul style="list-style-type: none">Revised sections to include information about service areas.
Section I: Introduction and Provider Experience	Sharp Direct Advantage Overview	8-9	<ul style="list-style-type: none">Updated details about products offered.
Section I: Introduction and Provider Experience	Resource Guide	10-13	<ul style="list-style-type: none">Resource guide updated with contact information for Attestations & Rosters and updated claims research contact information.
Section II: Member Services, Enrollment and Eligibility	Customer Care: Primary Care Provider (PCP) Assignment and Selection	16	<ul style="list-style-type: none">Revised Section with additional details about Osteopathic provider (DO).
Section II: Member Services, Enrollment and Eligibility	Member ID Cards: Sample Front and Back ID Card Sharp Direct Advantage member ID Cards	22-24	<ul style="list-style-type: none">ID Cards updated with the current version:<ul style="list-style-type: none">Sharp Direct Advantage VIP Plan (HMO)Sharp Direct Advantage Platinum Card (HMO)

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SHARP Health Plan

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			<ul style="list-style-type: none"> ○ Sharp Direct Advantage Gold Card (HMO) ○ Sharp Direct Advantage Basic (HMO) ○ Sharp Direct Advantage Premium (HMO) ○ Sharp Direct Advantage Plus (HMO) ○ Sharp Direct Advantage Extra (HMO) ○ Sharp Direct Advantage (HMO) San Diego Public Employee Benefit Association (SDPEBA) ○ Sharp Direct Advantage (HMO) - CalPERS
Section III: Provision of Professional Services	Plan Provider Responsibilities: Conflicts of Interest	29-30	<ul style="list-style-type: none"> • New subsection with a legal explanation about Conflicts of Interest for Plan providers.
Section III: Provision of Professional Services	Emergency Services	32	<ul style="list-style-type: none"> • Revised sections with an updated definition of emergency services.
Section III: Provision of Professional Services	Electronic Claims Submissions	37	<ul style="list-style-type: none"> • New subsection for electronic claims submission process.
Section III: Provision of Professional Services	Claim Editing System	38	<ul style="list-style-type: none"> • New subsection for claims editing system process.
Section III: Provision of Professional Services	Claims Policy Administrations Module	38-39	<ul style="list-style-type: none"> • New subsection for policy regarding claims administration module.
Section III: Provision of Professional Services	Coordination of Benefits	41	<ul style="list-style-type: none"> • New subsection for coordination of benefits.
Section III: Provision of Professional Services	Third-Party Liability	41-42	<ul style="list-style-type: none"> • New subsection with information and explanation for third-party liability.

Questions? Please contact Sharp Health Plan Provider Account Management by email at provider.relations@sharp.com or by phone at 1-858-499-8330. Thank you for your partnership.

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