



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: May 16, 2022
Subject: Point-of-Service Plan Claims Submission Process

As a friendly reminder, please follow the claims submission process outlined below for Sharp Health Plan members on Point-of-Service (POS) plans. Following is a sample POS member ID card carried by our members.

Sample Member ID card: Point of Service (POS) Plans - (3 Tier)

 		Firstname Lastname Suffix ID# 92XXXXXXX-XX DOB: MM/DD/YY		
Tier 1: Sharp Health Plan Choice HMO Network Effective: MM/DD/YY Group: Groupname Group #: Group #	Primary Care Physician: First Name Last Name XXX-XXX-XXXX	Cost Share Deductible (IND) \$X,XXX \$X,XXX \$X,XXX Deductible (FAM) \$X,XXX \$X,XXX \$X,XXX Out of Pocket Max (IND) \$XX,XXX \$XX,XXX \$XX,XXX Out of Pocket Max (FAM) \$XX,XXX \$XX,XXX \$XX,XXX	Tier 1 Tier 2 Tier 3	Tier 3
Plan Medical Group: Plan Medical Group name Tier 2: Aetna Open Choice PPO Network PCP \$X,XXX \$X,XXX \$X,XXX Specialist \$X,XXX \$X,XXX \$X,XXX Tier 3: Out-of-Network Hospital \$X,XXX \$X,XXX \$X,XXX Urgent Care \$X,XXX \$X,XXX \$X,XXX	Customer Care: 1-844-483-9011 Mental Health Benefits: 1-844-483-9011 Provider Services: 1-844-483-9011 Sharp Health Plan & Aetna medical claims: PO Box 939036 San Diego, CA 92123 Pharmacy Services: Members: 1-855-298-4252 Pharmacy: 1-800-364-6331 RxBIN: 004336 RxPCN: ADV RxGROUP: RX4150	IMPORTANT: Emergency services and out-of-area urgent care services are covered without Prior Authorization. For urgent care in the Plan's Service Area, call your Primary Care Physician. Some Tier 1 HMO Network services require Prior Authorization. See your Primary Care Physician for information. Tier 2 services are available from Aetna Open Choice PPO providers. Some Tier 2 and Tier 3 Out-of-Network services may require Precertification. Aetna participating doctors and hospitals are independent providers and are neither agents nor employees of Aetna. See your Health Plan Benefits and Coverage Matrix for information.		
Point of Service (POS)		Please visit sharphealthplan.com for any questions.		

POS Claims Submission Process

Please alert your claims team to submit POS claims directly to Sharp Health Plan at the following address. The POS claims mailing address is also located on the back of the POS member ID card.

Sharp Health Plan
 P.O. Box 939036
 San Diego, CA 92123

Member Reimbursement

If your practice is unable to submit claims to Sharp Health Plan, you can bill the member directly. Your patients can find the [member reimbursement form](#) on sharphealthplan.com under Members/Manage Your Plan/Get Reimbursed.

For questions about claims, you can call our dedicated provider line at 1-858-499-8200 or email us at SHP.ClaimsResearch@sharp.com.

Sincerely,
 Sharp Health Plan
 Provider Account Management
provider.relations@sharp.com Tel: 1-858-499-8330 | Fax: 1-858-303-9049

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