



Provider Alert

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: October 24, 2023
Subject: **Provider Operations Manual for Commercial – Effective January 1, 2024**

Our Provider Operations Manual (POM) for commercial plans has been updated. Below is a summary of changes, effective January 1, 2024. You can find the POM online at sharphealthplan.com/pom.

2024 Commercial POM Sections	Subsections	Page #	Summary of Changes
Global change			<ul style="list-style-type: none">Change primary care provider to primary care physician to be consistent with SHP materials
Section I: Introduction and Overview	About Us	9	<ul style="list-style-type: none">Updated Nurse Advice and accolades
Section I: Introduction and Overview	Resource Guide	10 - 12	<ul style="list-style-type: none">Resource guide updated with contact information and removed PPO for now
Section I: Introduction and Overview	Sharp Health Plan Responsibilities	13	<ul style="list-style-type: none">Minor edit, updated portal link
Section II: Sharp Health Plan Benefits	Benefit Coverage Options	19	<ul style="list-style-type: none">Removed PPO for now
Section II: Sharp Health Plan Benefits	Partnership and Value-Added Services: Wellness Services	21	<ul style="list-style-type: none">Revised section with updated information about Wellness Services.
Section II: Sharp Health Plan Benefits	Partnership and Value-Added Services: Best Health	21	<ul style="list-style-type: none">Added educational resources and removed interactive health library
Section II: Sharp Health Plan Benefits	Partnership and Value-Added Services: Wellness Services	21	<ul style="list-style-type: none">Minor edits and removed interactive health library

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. 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 at the telephone number listed below immediately and destroy all information received.

SHARP Health Plan

2024 Commercial POM Sections	Subsections	Page #	Summary of Changes
Section II: Sharp Health Plan Benefits	Partnership and Value-Added Services: Behavioral Health Services	22	<ul style="list-style-type: none"> Updated groups per 2023 network. Magellan not added due to contract being still under negotiation.
Section II: Sharp Health Plan Benefits	Partnership and Value-Added Service: The ChooseHealthy Program	23	<ul style="list-style-type: none"> New content
Section II: Sharp Health Plan Benefits	Partnership and Value-Added Service: MinuteClinic at CVS	24	<ul style="list-style-type: none"> Updated number of locations.
Section II: Sharp Health Plan Benefits	Specialty Pharmacy Services Covered under the Pharmacy Benefit	25	<ul style="list-style-type: none"> Minor grammatical edit
Section II: Sharp Health Plan Benefits	Enhanced Provider Services	26	<ul style="list-style-type: none"> Minor edits
Section III: Member Enrollment and Eligibility	Member Enrollment Overview	29	<ul style="list-style-type: none"> Removed PPO for now plus minor edits.
Section III: Member Enrollment and Eligibility	Eligibility Verification	29	<ul style="list-style-type: none"> Removed PPO for now plus minor edits.
Section III: Member Enrollment and Eligibility	Member ID Cards	32-36	<ul style="list-style-type: none"> ID Cards updated with the current version: <ul style="list-style-type: none"> Sample HMO Identification Card with Pediatric Dental Sample HMO Identification Card without Pediatric Dental Sample CalPERS HMO Identification Card Sample Covered California Identification Card Sample City of San Diego/SDPEBA Identification Card Sample Point of Service (POS) Identification Card <ul style="list-style-type: none"> 2-Tier Discontinued

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. 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 at the telephone number listed below immediately and destroy all information received.

SHARP Health Plan

2024 Commercial POM Sections	Subsections	Page #	Summary of Changes
			<ul style="list-style-type: none"> ○ Sample Preferred Provider Organization (PPO) card ○ Sample of Teamsters Identification Card
Section IV: Member Services	Customer Care	38	<ul style="list-style-type: none"> • Format update
Section IV: Member Services	Primary Care Physician (PCP) Assignment and Selection	40	<ul style="list-style-type: none"> • Format update with additional details about PCP assignment process.
Section IV: Member Services	Independent Medical Review (IMR)	47	<ul style="list-style-type: none"> • Added delegated group responsibility.
Section IV: Member Services	Additional Resources for Members: DMHC Help Center	49	<ul style="list-style-type: none"> • Clarified help center as DMHC
Section V: Provision of Professional Services	Role of the Primary Care Physician (PCP)	53	<ul style="list-style-type: none"> • Revised section with clarification on HMO and POS plans. Not including PPO for now.
Section V: Provision of Professional Services	Sensitive Services Information	59	<ul style="list-style-type: none"> • Minor edit
Section V: Provision of Professional Services	Plan Provider Updates	60	<ul style="list-style-type: none"> • Minor edit
Section V: Provision of Professional Services	Credentialing Program	62	<ul style="list-style-type: none"> • Removed NCQA accreditation for Sharp CVO (still pending)
Section V: Provision of Professional Services	Delegated Credentialing/ Recredentialing	65	<ul style="list-style-type: none"> • Updated to reflect 2023; now showing Magellan until contract is fully negotiated.
Section V: Provision of Professional Services	Accessibility and Timeliness Standards to Care	68	<ul style="list-style-type: none"> • Revised heading to reflect content
Section V: Provision of Professional Services	Timely Access to Care: Appointment Wait Times	69	<ul style="list-style-type: none"> • Revised sections to include information about follow up appointments.
Section V: Provision of Professional Services	Timely Access to Care: Advanced Scheduling	70	<ul style="list-style-type: none"> • Revised sections to include information about SUD.

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. 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 at the telephone number listed below immediately and destroy all information received.

SHARP Health Plan

2024 Commercial POM Sections	Subsections	Page #	Summary of Changes
Section VI: Utilization Management	Utilization Management Program	80	<ul style="list-style-type: none"> Revised section with updated SCMG contact information. Per SCMG all inquiries will go to the general line. Removed all other regions
Section VI: Utilization Management	Referral and Authorization Process: Medical and Behavioral Health Services	82	<ul style="list-style-type: none"> Minor edit
Section VI: Utilization Management	Referral and Authorization Process: Prior Authorization Required	82	<ul style="list-style-type: none"> Updated link to forms.
Section VI: Utilization Management	Utilization Review	83	<ul style="list-style-type: none"> Added new guidelines
Section VI: Utilization Management	Prior Authorization Review Timelines	84	<ul style="list-style-type: none"> Revised to also reference pharmacy TAT.
Section VI: Utilization Management	Provider Notification of UM Decision	85	<ul style="list-style-type: none"> Minor edit
Section VI: Utilization Management	Maternal Mental Health	90	<ul style="list-style-type: none"> Revised definition
Section VI: Utilization Management	Out-of-Network Services	91	<ul style="list-style-type: none"> Revised to clarify the LOB – HMO – plus minor edit
Section VI: Utilization Management	Delegated Utilization Management	92	<ul style="list-style-type: none"> Minor edit
Section VII: Pharmacy Benefit Services	Formulary	94	<ul style="list-style-type: none"> Minor edit
Section VII: Pharmacy Benefit Services	Tiered Copay Programs	95	<ul style="list-style-type: none"> Removed PPO for now. Added cost share and Real Time Benefit Check information plus minor edits
Section VII: Pharmacy Benefit Services	Prior Authorization	96	<ul style="list-style-type: none"> Minor edit - updated portal link
Section VII: Pharmacy Benefit Services	Step therapy	97	<ul style="list-style-type: none"> Removed “appeal of a denial”
Section VII: Pharmacy Benefit Services	Dispense as Written (DAW) Prescriptions	98	<ul style="list-style-type: none"> Added cost share

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. 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 at the telephone number listed below immediately and destroy all information received.

SHARP Health Plan

2024 Commercial POM Sections	Subsections	Page #	Summary of Changes
Section VII: Pharmacy Benefit Services	Non-Covered Services and Medications	101	<ul style="list-style-type: none"> Revised with additional language to detail exclusions and limitations.
Section VII: Pharmacy Benefit Services	Prior Authorization and Exception Process	103	<ul style="list-style-type: none"> Minor edits - updated portal link
Section VII: Pharmacy Benefit Services	Coverage Determination Notification Process	104	<ul style="list-style-type: none"> Added clarification on denials
Section VII: Pharmacy Benefit Services	Pharmacy Policies and Procedures (Pharmacy Management Procedures)	104	<ul style="list-style-type: none"> Minor edit - updated portal link
Section VII: Pharmacy Benefit Services	Outpatient Injectable Medications	105	<ul style="list-style-type: none"> Removed PPO for now and clarification of provider responsibilities for HMO, POS.
Section VIII: Quality Improvement	Quality Management Committee	110	<ul style="list-style-type: none"> Removed Service and Operational Quality Council
Section VII: Quality Improvement	Quality Measurement: HEDIS	111	<ul style="list-style-type: none"> Updated HEDIS measures
Section IX: Claims and Encounters	Claims Address	123	<ul style="list-style-type: none"> Minor edit, updated portal link
Section IX: Claims and Encounters	Claims submission Requirements	123	<ul style="list-style-type: none"> Revised non-contracted provider W9 requirement. Updated claims submission link
Section IX: Claims and Encounters	Electronic Claims Submissions	124	<ul style="list-style-type: none"> Minor grammatical edit
Section IX: Claims and Encounters	Claims Payment Editing System	125	<ul style="list-style-type: none"> Removed clinical or operative reports
Section IX: Claims and Encounters	Member Costs and Out-of-Pocket Maximum	129	<ul style="list-style-type: none"> Minor edit, updated portal link

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.

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. 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 at the telephone number listed below immediately and destroy all information received.