

SHARP Health Plan



Provider Alert

To: Sharp Health Plan Providers and Office Staff
From: Sharp Health Plan
Date: July 5, 2023
Subject: Sharp Point of Service (POS) Plan Reminder

Attention Provider Partners,

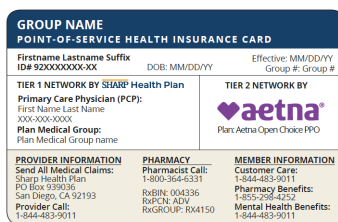
Sharp Health Plan has been informed of point-of-service issues where providers are turning away its Point-of-Service (POS) members who are eligible for coverage. This notification serves as a reminder on how to identify POS members as well as handle claims, referrals, and authorizations.

POS Plans & ID Cards:

Our POS plans allow members to access services from three coverage options or tiers:

- **Tier 1** (HMO) covers services within the member’s medical group and network.
- **Tier 2** includes providers in the Aetna Open Choice PPO network.
- **Tier 3** is out-of-network care.

The member ID includes both the Sharp Health Plan and Aetna logos (pictured below).



Provider Network/Tier	SHARP TIER 1 Network Name	Aetna TIER 2 Aetna Open Choice PPO	TIER 3 Out of Network
Deductible/Coinsure	\$X,XXX/\$X,XXX	\$X,XXX/\$X,XXX	\$X,XXX/\$X,XXX
Out of Pocket Maximums	\$X,XXX/\$X,XXX	\$X,XXX/\$X,XXX	\$X,XXX/\$X,XXX
PCP	\$X,XXX	\$X,XXX	\$X,XXX
Specialist	\$X,XXX	\$X,XXX	\$X,XXX
Hospital	\$X,XXX	\$X,XXX	\$X,XXX
Urgent Care	\$X,XXX	\$X,XXX	\$X,XXX

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 Pre-certification. Aetna participating doctors and hospitals are independent providers and are neither agents for employees of Aetna. See your Health Plan Benefits and Coverage Matrix for information.
 Plan Website: sharphealthplan.com

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SHARP Health Plan

Claims:

All POS claims should be sent directly to Sharp Health Plan at:
PO Box 939036
San Diego, CA 92193

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

Referrals & Authorizations:

Referrals and authorizations are required for services rendered under the HMO tier. Members can choose to see non-Sharp providers or facilities without referrals. Precertification may be required for some services under Tiers 2 and 3.

Questions:

Questions? For more information on POS plans and tiering, please visit www.sharphealthplan.com/POS.

Best regards,
Sharp Health Plan
Provider Account Management
Provider.Relations@sharp.com
Tel: 1-858-499-8330 | Fax: 1-858-303-9049

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