



Provider Alert

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: January 10, 2024
Subject: **Provider Operations Manual for Commercial – Effective February 1, 2024**

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

2024 Commercial POM Sections	Subsections	Page #	Summary of Changes
Section I: Introduction and Overview	Resource Guide	11-13	<ul style="list-style-type: none">Resource guide updated with contact information for Magellan Partnership.
Section II: Sharp Health Plan Benefits	Benefit Coverage Options: Preferred Provider Organization (PPO)	20	<ul style="list-style-type: none">Added PPO subsection. Call out for Medical and Behavioral Injectables for PPO and POS.
Section II: Sharp Health Plan Benefits	Partnership and Value-Added Services: Behavioral Health Services	23	<ul style="list-style-type: none">Updated with Magellan contact information
Section III: Member Enrollment and Eligibility	Member Enrollment Overview	30	<ul style="list-style-type: none">Added PPO plus minor edits.
Section III: Member Enrollment and Eligibility	Eligibility Verification	30	<ul style="list-style-type: none">Added PPO plus minor edits.
Section III: Member Enrollment and Eligibility	Member ID Cards	31-36	<ul style="list-style-type: none">ID Cards updated with the current version:<ul style="list-style-type: none">Sample Preferred Provider Organization (PPO) card
Section V: Provision of Professional Services	Role of the Primary Care Physician (PCP)	53	<ul style="list-style-type: none">Revised section with details about HMO, POS, & PPO.

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Section VII: Pharmacy Benefit Services	Tiered Copay Programs	96	<ul style="list-style-type: none">PPO update and format edit
Section VII: Pharmacy Benefit Services	Outpatient Injectable Medications	106	<ul style="list-style-type: none">Added PPO and clarification of provider responsibilities for HMO, POS.

In addition to the above, please note other information available in the POM and their page numbers:

- Interpreter Services 39
- Member Rights and Responsibilities 39
- Member Grievances and Appeals 41
- Plan Provider Responsibilities 51
- Provider Responsibilities for Cultural & Linguistic Services 78
- Utilization Management Program 81
- Utilization Review 84
- Case Management Programs 89
- Out-of-Network Services 92
- Vacation Overrides 100
- Prescription Mail Order 101
- Quality Measurement 113
- Claims and Encounters 123

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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