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Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: December 13, 2021
Subject: Answering Services and Office Staff Telephone Standards Reminder

Attention Provider Partners,

This communication is to remind you of Sharp Health Plan's policy on requirements for answering services and office staff that handle member calls. Answer services and office staff cannot provide telephone medical advice if they are not licensed, certified or registered health care professionals. Unlicensed staff members may ask questions on behalf of a licensed professional. Answering services and office staff may not use answers to questions to assess, evaluate, advise or make any decision regarding the condition of the member or to determine when a member needs to be seen by a licensed professional.

Additionally, non-licensed, non-certified or non-registered health care staff cannot use a title or designation when speaking to a member that may cause a reasonable person to believe that the staff member is a licensed, certified or registered health care professional. Plan providers shall monitor the answering service to be sure that these procedures are followed.

More details regarding triage and screening standards can be found in the [Provider Operations Manual](#) or in Sharp Health Plan's policies and procedures (HS-PN-110), located on [Sharp Connect](#).

Thank you for your continued partnership in providing the best care possible to our members. If you have any questions, please contact us at provider.relations@sharp.com or 1-858-499-8330. We are available to assist you on weekdays from 8 a.m. to 5 p.m.

Sincerely,

Yolanda Hunt-Boes, MBA, PMP, PCM
Manager, Network Management and Application Optimization