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Provider Alert

To: **Sharp Health Plan Independent Provider Group and Office Staff**
From: **Sharp Health Plan**
Date: **January 24, 2023**
Subject: **Sharp Health Plan is moving to online provider applications**

Sharp Health Plan is moving to online provider applications for provider credentialing. Paper applications will no longer be mailed or faxed to you. Online applications offer greater convenience, improve data accuracy, eliminate legibility/readability issues, and reduce paper waste and mailing costs.

Who is impacted by this change:

Sharp Health Plan providers with upcoming recredentialing and initial credentialing cycles in 2023 will be the first to receive online provider application requests. Paper provider applications currently in progress will be processed as-is.

What to expect:

If you have an **upcoming recredentialing cycle this January**, you will receive an email and letter from the Sharp CVO (credentialing@sharp.com) providing instructions on how to register and set up your password for the new MD-App portal.

Please know that you will be required to provide both provider and credentialing email addresses in the portal. Per NCQA requirements, providers must sign their applications. However, credentialing teams will have visibility into the status of applications in the portal to assist their providers in completing their applications.

If you have an **upcoming initial credentialing cycle**, the Sharp CVO is expected to start online applications for initial credentialing cycles in February 2023. Sharp Health Plan will notify you when we make this transition.

Working with the CVO to complete your provider application:

Please be aware that the Sharp CVO will make 4 outreach attempts to assist you in completing your provider application(s). Per Sharp Health Plan's Provider Operations Manual, effective January 1, 2023, if you are unable to respond to the Sharp CVO's requests for information within the requested timeframe, your application will be closed, and you will be invited to reapply to our network. The same protocol applies to paper provider applications in progress with Gemini Services.

If you have any technical issues with the use of the MD-App portal, the Sharp CVO can assist you. You can reach them at credentialing@sharp.com or 1-858-499-3009.



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Paper provider credentialing applications in progress

If you have paper recredentialing or initial credentialing provider applications in progress with the Sharp CVO or Gemini Services, you may receive paper application requests from them. Please continue to work with them to process your application(s). You should not submit a new application in the new MD-App portal or directly to the Sharp Health Plan, unless otherwise instructed by Sharp Health Plan to do so. After you complete your current cycle, you can expect to start receiving online applications from the Sharp CVO for your next cycle.

Facility credentialing applications

Note that Sharp Health Plan will continue to work with Gemini Services for facility credentialing. These applications will remain paper-based at this time. We expect to move to online facility applications later this year. Stay tuned for an update from us.

Questions?

If you have questions about our new online application process with the Sharp CVO, we're here to help. Contact the SHP Credentialing Department at shp.credentialing@sharp.com or 1-858-499-8100