



2021 Provider Operations Manual For Commercial Plans

June 2021

Table of Contents

Contents

SECTION I: INTRODUCTION AND OVERVIEW	7
ABOUT US	7
RESOURCE GUIDE	8
SHARP HEALTH PLAN’S RESPONSIBILITIES	14
SERVICE AREA	14
COMPLIANCE PROGRAM	15
HEALTH CARE FRAUD, WASTE, AND ABUSE PREVENTION	15
HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) PRIVACY RULE	16
COVERED CALIFORNIA	17
CALIFORNIA MENTAL HEALTH PARITY LAW	18
<i>Maternal Mental Health</i>	18
<i>Autism Services</i>	19
SECTION II: SHARP HEALTH PLAN BENEFITS	20
PRODUCT OVERVIEW	20
BENEFIT COVERAGE OPTIONS	20
<i>Health Maintenance Organization (HMO)</i>	20
<i>Preferred Provider Organization (PPO)</i>	20
<i>Point of Service (POS)</i>	20
<i>High-Deductible Health Plan (HDHP)</i>	21
<i>Health Savings Account (HSA)–Compatible Health Plan</i>	21
PARTNERSHIPS AND VALUE-ADDED SERVICES	21
<i>Best Health</i>	21
<i>Wellness Services</i>	22
<i>Acupuncture</i>	23
<i>Behavioral Health Services</i>	23
<i>Dental Services – Pediatric</i>	23
<i>Global Emergency Services</i>	24
<i>American Specialty Health Plan</i>	24
<i>American Specialty Health Fitness</i>	24
<i>MinuteClinic®</i>	25
<i>Sharp Nurse Connection®</i>	25
<i>Specialty Pharmacy Services Covered under the Pharmacy Benefit</i>	26
<i>Vision Services – Pediatric</i>	26
SUPPLEMENTAL BENEFITS	27
<i>Acupuncture – American Specialty Health Plans of California, Inc. (ASH Plan)</i>	27
<i>Chiropractic – American Specialty Health Plans of California, Inc. (ASH Plan)</i>	27
<i>Dental Benefits – Delta Dental of California</i>	27
<i>Vision Services Plan – VSP</i>	28
ENHANCED PROVIDER SERVICES	28
<i>Sharp Connect Web-Based Provider Portal</i>	28
<i>Smart Partnership</i>	28

SECTION III: MEMBER ENROLLMENT AND ELIGIBILITY	30
MEMBER ENROLLMENT OVERVIEW	30
ELIGIBILITY VERIFICATION	30
ELIGIBILITY LIST	33
MEMBER ID CARDS	33
<i>Sample HMO Identification Card with Pediatric Dental.....</i>	<i>33</i>
<i>Back Sample HMO Identification Card with Pediatric Dental.....</i>	<i>34</i>
<i>Sample HMO Identification Card without Pediatric Dental</i>	<i>35</i>
<i>Back Sample HMO Identification Card without Pediatric Dental</i>	<i>35</i>
<i>Sample CalPERS HMO Identification Card</i>	<i>36</i>
<i>Back Sample CalPERS HMO Identification Card.....</i>	<i>36</i>
<i>Sample Covered California Identification Card</i>	<i>37</i>
<i>Back Sample Covered California Identification Card.....</i>	<i>37</i>
<i>Sample City of San Diego / SDPEBA Identification Card</i>	<i>38</i>
<i>Back Sample City of San Diego / SDPEBA Identification Card</i>	<i>38</i>
<i>Sample Point of Service (POS) Identification Card.....</i>	<i>39</i>
<i>Back Sample Point of Service (POS) Identification Card</i>	<i>40</i>
<i>Sample of Teamsters Identification Card.....</i>	<i>41</i>
<i>Back sample of Teamsters Identification Card.....</i>	<i>41</i>
SECTION IV: MEMBER SERVICES	42
CUSTOMER CARE	42
INTERPRETER SERVICES	43
MEMBER RIGHTS AND RESPONSIBILITIES.....	43
<i>Member Rights</i>	<i>43</i>
<i>Member Responsibilities.....</i>	<i>44</i>
PRIMARY CARE PHYSICIAN (PCP) ASSIGNMENT AND SELECTION.....	44
MEMBER GRIEVANCES AND APPEALS	45
INDEPENDENT MEDICAL REVIEW (IMR)	51
<i>Denial of a Health Care Service as Not Medically Necessary.....</i>	<i>52</i>
ADDITIONAL RESOURCES FOR MEMBERS	53
<i>HMO Help Center</i>	<i>53</i>
SECTION V: PROVISION OF PROFESSIONAL SERVICES	54
PLAN PROVIDER RESPONSIBILITIES.....	54
ROLE OF THE PRIMARY CARE PHYSICIAN (PCP)	55
ON-CALL PHYSICIANS COVERAGE	56
ROLE OF THE SPECIALTY AND ANCILLARY PROVIDER	56
NOTIFICATION OF PROVIDER TERMINATIONS	57
<i>Primary Care Physician (PCP).....</i>	<i>57</i>
<i>Specialty and Ancillary Provider.....</i>	<i>57</i>
<i>Plan Medical Group Practice Termination of Participating Provider.....</i>	<i>57</i>
<i>Hospital.....</i>	<i>57</i>
DISABLED MEMBER SERVICES.....	58
EMERGENCY SERVICES.....	58
CONFIDENTIALITY AND DISCLOSURE OF MEDICAL INFORMATION.....	58
MEDICAL RECORD STANDARDS	59
AMENDMENT TO MEMBER MEDICAL RECORD	60
CONFIDENTIALITY AND AVAILABILITY OF MEDICAL RECORDS	60
RETENTION OF MEDICAL RECORDS.....	61
PLAN PROVIDER UPDATES.....	61
<i>Tax Identification Number (TIN) Changes</i>	<i>62</i>

<i>Provider's Panel Status</i>	62
PROVIDER'S RESPONSE TO DIRECTORY VERIFICATION INQUIRIES	62
CREDENTIALING PROGRAM	62
<i>Credentialing</i>	63
<i>Provider Rights during Credentialing</i>	63
<i>Standards and Guidelines</i>	64
<i>Delegated Credentialing/Re-Credentialing</i>	66
<i>Credentialing Appeals Process</i>	66
<i>Re-Credentialing</i>	66
NOTIFICATIONS TO AUTHORITIES AND PLAN PROVIDER'S APPEAL RIGHTS	67
ACCESSIBILITY AND TIMELINESS STANDARDS TO CARE	67
<i>Number and Distribution of Primary Care, Specialist, Ancillary Providers and Hospitals</i>	67
<i>Primary Care Physician (PCP) Appointments</i>	68
TIMELY ACCESS TO CARE	69
<i>Appointment Wait Times</i>	69
<i>Exceptions to appointment wait times</i>	69
<i>Telephone Wait Times</i>	70
<i>Interpreter services at scheduled appointments</i>	70
<i>Concerns about timely referral to an appropriate provider</i>	70
<i>Standards for Office Wait Times</i>	70
<i>After-Hours Telephone Access for Primary Care Physicians and Behavioral Health Practitioners</i>	71
<i>Emergency Instructions</i>	71
<i>Non-Emergency Instructions</i>	71
<i>Documenting Telephone Calls</i>	72
<i>Behavioral Health (BH) Telephone Access</i>	72
<i>Failed Appointments</i>	72
PROVIDER-INITIATED MEMBER DISMISSAL	72
<i>Independent Network Providers</i>	73
<i>Plan Medical Groups</i>	73
CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES	77
PROVIDER RESPONSIBILITIES FOR CULTURAL AND LINGUISTIC SERVICES	78
SECTION VI: UTILIZATION MANAGEMENT	80
UTILIZATION MANAGEMENT PROGRAM	80
REFERRAL AND AUTHORIZATION PROCESS	81
<i>Medical and Behavioral Health Services</i>	81
<i>Direct Referral</i>	81
<i>Prior Authorization Required</i>	82
UTILIZATION REVIEW.....	83
CONTACT INFORMATION	83
PRIOR AUTHORIZATION REVIEW TIME LINES	84
PROVIDER NOTIFICATION OF UM DECISION	85
CONCURRENT HOSPITALIZATION REVIEW	85
DISCHARGE PLANNING	86
RETROSPECTIVE AUTHORIZATION REVIEW	86
EMERGENCY SERVICES	86
DENIAL OF SERVICES	86
COMMUNICATION TO PROVIDERS	87
SECOND MEDICAL OPINIONS.....	87
CASE MANAGEMENT PROGRAM	89
DISEASE MANAGEMENT PROGRAM.....	90
OUT-OF-NETWORK SERVICES	91

DELEGATED UTILIZATION MANAGEMENT	91
SECTION VII: PHARMACY BENEFIT SERVICES	92
FORMULARY	92
PHARMACY AND THERAPEUTICS (P&T) COMMITTEE	92
TIERED COPAY PROGRAMS.....	93
PRIOR AUTHORIZATION	94
STEP THERAPY.....	95
DISPENSE AS WRITTEN (DAW) PRESCRIPTIONS	95
EMERGENCY SUPPLY.....	95
DISPENSING LIMITATIONS	96
<i>Vacation Overrides</i>	97
PREVENTIVE HEALTH MEDICATIONS.....	97
PRESCRIPTION MAIL ORDER	97
SPECIALTY MEDICATIONS.....	98
NON-COVERED SERVICES AND MEDICATIONS	98
PRIOR AUTHORIZATION REVIEW PROCESS.....	100
COVERAGE DETERMINATION NOTIFICATION PROCESS.....	100
PHARMACY POLICIES AND PROCEDURES (PHARMACY MANAGEMENT PROCEDURES).....	101
PREScriBER NOTIFICATIONS – FDA RECALLS	101
OUTPATIENT INJECTABLE MEDICATIONS – COVERED UNDER MEDICAL BENEFIT.....	102
PHARMACY BENEFITS MANAGER (PBM).....	102
MEDICATION RESTRICTIONS	103
OPIOID MANAGEMENT STRATEGIES.....	103
SECTION VIII: QUALITY IMPROVEMENT	104
QUALITY IMPROVEMENT PROGRAM	104
QUALITY MANAGEMENT COMMITTEE.....	106
SERVICE AND OPERATIONAL QUALITY COUNCIL	107
PARTICIPATION IN THE QI PROGRAM.....	107
QUALITY MEASUREMENT.....	107
<i>HEDIS</i>	108
<i>BMI Assessment</i>	109
BMI ASSESSMENT CODES	110
COUNSELING FOR NUTRITION AND PHYSICAL ACTIVITY	111
BLOOD PRESSURE	111
DIABETIC EYE EXAM.....	111
HEDIS MEDICAL RECORD REVIEW.....	111
CLINICAL PRACTICE AND PREVENTIVE HEALTH GUIDELINES	112
SUMMARY OF PREVENTIVE CARE SERVICES.....	113
<i>All Members</i>	113
<i>Women’s Health</i>	113
<i>Men’s Health</i>	114
<i>Pediatrics</i>	114
<i>Preventive vs. Diagnostic Services</i>	116
<i>Coverage Limitations and Exclusions</i>	116
<i>Preventive Services Monitoring</i>	117
<i>References</i>	117
SECTION IX: CLAIMS AND ENCOUNTERS	119
CLAIMS	119
CLAIMS ADDRESS	119



CLAIM SUBMISSION REQUIREMENTS.....	119
ELECTRONIC CLAIMS SUBMISSIONS.....	120
CLAIM RECEIPT VERIFICATION AND CLAIM STATUS INQUIRIES.....	121
CLAIMS EDITING SYSTEM.....	121
CLAIMS POLICY ADMINISTRATION MODULE.....	122
ENCOUNTER DATA.....	122
FEE SCHEDULES.....	123
ADJUSTMENT REQUESTS.....	123
COORDINATION OF BENEFITS.....	123
THIRD PARTY LIABILITY.....	124
MEMBER COSTS AND OUT-OF-POCKET MAXIMUM.....	125
BALANCE BILLING.....	127
BILLS FOR PRENATAL GENETIC TESTING.....	128
DISPUTE RESOLUTION.....	128
CLAIM ACKNOWLEDGEMENT.....	130
REMITTANCE ADVICE SUMMARY.....	131
REMITTANCE ADVICE TERMS.....	132
GLOSSARY.....	133

Section I: Introduction and Overview

About Us

We believe better health insurance matters.

Sharp Health Plan is a not-for-profit health plan that has been connecting San Diegans to better health insurance since 1992. As part of the Sharp HealthCare family, we provide direct access to The Sharp Experience, from [high-quality coverage](#) to high-quality care. We are the only locally based, not-for-profit commercial health plan, serving San Diegans of all ages — individuals, families, local businesses and Medicare beneficiaries — and we're honored for the opportunity to serve you.

At Sharp Health Plan, our benefit plans combine affordability and choice, and give Members access to valuable plan enhancements:

- **After-Hours Nurse Advice** — When Members have a health question or concern after regular business hours, a single phone call to our After-Hours Nurse Advice line puts them in touch with a registered nurse.
- **MinuteClinic®** — When Members need treatment for a minor illness or injury, they can visit a MinuteClinic. Clinics are in select CVS Pharmacy® store locations and are staffed by certified family nurse practitioners. They are open every day, including evenings and weekends.
- **Emergency Travel Services** — When Members have medical emergencies while traveling 100 miles or more away from home or in another country, we connect them to doctors, hospitals, pharmacies and other services.
- **Best Health® Wellness Program** — Best Health is one of a select group of health plan wellness programs in the nation to receive the National Committee for Quality Assurance's (NCQA) accreditation. With Best Health, Members can access one-to-one health coaching, classes and other no - cost wellness services.

Sharp Health Plan continues to be one of the highest-rated health plans in the nation and in California. We are the highest Member-rated health plans in California from 2015-19, and earned a 4.5 out of 5 rating in NCQA's private health insurance plan ratings 2019-20. In addition, we received a 4.5 out of 5 overall star rating from the Centers for Medicare and Medicaid Services for 2020. Visit sharphealthplan.com/honors to learn more about our honors and accreditation.

We continually improve the quality of our services and benefits, and seek innovative solutions to today's complex health care issues. From helping Members find the right health plan and the right doctor, to being a great place to work, we are here to help.

Resource Guide

Resource	Contact Information
General Information	<p>Sharp Health Plan 8520 Tech Way, Suite 200 San Diego, CA 92123</p> <p>Phone: 1-858-499-8300</p> <p>Toll-Free: 1-800-359-2002</p> <p>www.sharphealthplan.com</p>
Appeals & Grievances	<p>Providers may assist Members with Appeals & Grievances by calling Customer Care</p> <p>Phone: 1-858-499-8300</p> <p>Toll-Free: 1-800-359-2002</p> <p>Fax: 1-619-740-8572</p>
Capitation	<p>Contact your affiliated Plan Medical Group (PMG) or Sharp Health Plan Independent Network Providers call or email Provider Relations</p> <p>Phone: 1-858-499-8330</p> <p>Email: provider.relations@sharp.com</p>

Resource	Contact Information
Claims (paid by Sharp Health Plan)	<p>Sharp Health Plan Attn: Claims Department P.O. Box 939036 San Diego, CA 92193-9036</p> <p>Fax: 1-858-636-2276</p> <p>Email: SHP.ClaimsResearch@sharp.com</p>
Claims (third party liability)	<p>Sharp Health Plan Attn: Third Party Liability 8520 Tech Way, Suite 200 San Diego, CA 92123</p> <p>Fax: 1-619-740-8571</p>
Contracts	<p>Inquiries regarding provider contracts call or fax</p> <p>Phone: 1-858-499-8330</p> <p>Fax: 1-858-636-2276</p>

Resource	Contact Information
Customer Care	<p>For Member or Provider assistance, contact Customer Care</p> <p>Phone: 1-858-499-8300</p> <p>Toll-Free: 1-800-359-2002</p> <p>Provider Designated Line: 1-844-483-9014</p> <p>Fax: 1-619-740-8571</p> <p>Email: customer.service@sharp.com</p>
Eligibility Information	<p>To check eligibility using Sharp Health Plan’s web portal or to register, visit our website:</p> <p>www.sharphealthplan.com/login</p>
Eligibility via Interactive Voice Response (IVR)	<p>Verify eligibility using Interactive Voice Response (IVR) system</p> <p>Toll-Free: 1-800-359-2002, option 1</p>
Medical Policies	<p>Information is available on the Sharp Health Plan website</p> <p>www.sharphealthplan.com/for-providers/clinical-resources/clinical-practice-guidelines</p>

Resource	Contact Information
<p>Provider Directory</p>	<p>Report corrections to information contained within Sharp Health Plan’s Provider Directory</p> <p>Provider Relations 1-858-499-8330</p> <p>Email: shp.directory@sharp.com</p> <p>www.sharphealthplan.com/report-incorrect-provider-information</p>
<p>Provider Portal</p>	<p>Online Portal for Member Eligibility, Medical Policies and Benefit information is called Sharp Connect</p> <p>Log on or register for an on-line account at</p> <p>www.sharphealthplan.com/login</p>
<p>Provider Relations</p>	<p>Provider assistance or questions regarding Sharp Health Plan</p> <p>Phone: 1-858-499-8330</p> <p>Fax: 1-858-408-9444</p> <p>Email: provider.relations@sharp.com</p> <p>www.sharphealthplan.com/for-providers</p>

Resource	Contact Information
<p>Payment Disputes</p>	<p>Provider Dispute Resolution Forms</p> <p>www.SharpHealthPlan.com/for-providers/forms-and-materials</p> <p>Phone: 1-858-499-8300</p> <p>Toll Free: 1-800-359-2002</p> <p>Email: SHP.ClaimsResearch@sharp.com</p>
<p>Prior Authorization- Medical and Behavioral Health Services</p>	<p>Information on Prior Authorization for Medical and Behavioral Health Services</p> <p>www.sharphealthplan.com/for-providers/utilization-management</p> <p>Fax: 1-619-740-8111</p>

Resource	Contact Information
<p>Prior Authorization – Pharmacy Only</p>	<p>Information on obtaining Prior Authorization for Pharmacy Services</p> <p>Specialty Medications: Phone: 1-866-814-5506</p> <p>Fax: 1-866-249-6155</p> <p>Non-Specialty Medications Phone: 1-855-582-2022</p> <p>Fax: 1-888-836-0730</p> <p>https://www.sharphealthplan.com/for-providers/forms-and-materials</p>
<p>Regulatory Affairs</p>	<p>Provider Compliance and Regulatory Affairs</p> <p>Email: government.relations@sharp.com</p>

Sharp Health Plan's Responsibilities

Sharp Health Plan is committed to serving Members and Providers with highest quality of service. Participating Providers have the right to expect the following:

- Respect
- Confidentiality
- Orientation and in-service training (by Medical Group or Sharp Health Plan's Provider Relations staff)
- Information about changes in policies, procedures, and plan benefits
- Prompt responses to inquiries
- Consideration of your suggestions
- Accurate and timely claims processing
- Timely resolutions of appeals and grievances
- Accurate representation in Sharp Health Plan directories and publications

Much of Sharp Health Plan's success is in credit to our network of dedicated Providers. We are committed to providing resources and support to providers needs to serve our Members. This Operations Manual is a means of providing the information you need as a partner of Sharp Health Plan's Provider network. Providers are also acquainted of new policies, changes within the Plan, and updates through in-service trainings, fax alerts, and notices through our website and web portal at Sharp Connect. Providers who identify additional educational needs are encouraged to contact Provider Relations at 1-858-499-8330 or by email at provider.relations@sharp.com.

Service Area

Service Area means the geographic area in which Sharp Health Plan is licensed to provide health services, as approved by the California Department of Managed Health Care. The Sharp Health Plan Service Area includes certain ZIP codes in San Diego County, California and southern Riverside County, California. The Service Area varies based on Plan Network. Sharp Health Plan offers southern Riverside County only in connection with benefit plans offered outside the Covered California Health Benefits Exchange. For more information about Sharp Health Plan's Service Area, please visit our website at <https://www.sharphealthplan.com/our-plans/service-area> or call Customer Care 1-858-499-8330.

Compliance Program

Sharp Health Plan has a comprehensive commitment to compliance based on trust, integrity and accountability, which reflects how fundamental components of Sharp Health Plan's business operations are conducted. Regulatory compliance is not an option. It is required. Non-compliance with Sharp Health Plan's commitment and all regulatory statutes undermines the Plan's reputation and credibility with its Members, Providers, employees and the community.

The compliance program addresses all aspects of regulatory compliance including quality of care, business ethics, protected health information, health insurance law and employment practices. Compliance training attendance is a vital component of new employee orientation and required annually thereafter for continued employment.

Sharp Health Plan recognizes that its employees and Providers are the keys to providing quality health care services and is committed to managing its business operations in an ethical manner, in accordance with contractual obligations, and consistent with all applicable state and federal requirements.

Health Care Fraud, Waste, and Abuse Prevention

Sharp Health Plan is committed to complying with all federal and state statutory, regulatory, and other requirements related to health plan operations. In accordance with state and federal regulations, Sharp Health Plan has a comprehensive plan to detect, correct, and prevent fraud, waste, and abuse.

Fraud, waste, and abuse are defined as:

- **Fraud** – Knowingly and willfully executing, or attempting to execute, a scheme or artifice to defraud Sharp Health Plan or any health care benefit program or to obtain (by means of false or fraudulent pretenses, representations, or promises) any of the money or property owned by, or under the custody or control of, Sharp Health Plan or any health care benefit program.
- **Waste** – Overutilization of services, or other practices that, directly or indirectly, result in unnecessary costs to Sharp Health Plan or any health benefit program. Waste is generally not considered to be caused by criminally negligent actions but rather by the misuse of resources.
- **Abuse** – Includes actions that may, directly or indirectly, result in unnecessary costs to Sharp Health Plan or any health care benefit program. Abuse involves paying for items or services when there is no legal entitlement to that payment, and the provider has not knowingly or intentionally misrepresented facts to obtain

payment. The distinction between “fraud” and “abuse” depends on specific facts and circumstances, intent and prior knowledge, and available evidence, among other factors.

(Adapted from Medicare Managed Care Manual, Chapter 21.)

The purpose of Sharp Health Plan’s Fraud, Waste, and Abuse Plan is to detect, prevent, and control fraud, waste, and abuse in order to reduce the cost caused by fraudulent activities, and to protect Members in the delivery of health care services. The Fraud, Waste, and Abuse Plan is designed to establish methods to identify, investigate, and report incidents of suspected fraud and/or abuse in Sharp Health Plan’s delivery systems.

It is the goal of Sharp Health Plan to improve the detection and investigation of fraud. In pursuit of that goal, we have joined forces with the legal and regulatory community to prosecute those parties attempting to abuse the health care system. Sharp Health Plan monitors, investigates, and corrects possible fraud, waste, and abuse issues.

Help us stop health care fraud. Your support in this area helps us all. If you suspect fraud, please contact the Sharp Health Plan Regulatory Affairs Department at 1-858-499-8237, email government.relations@sharp.com or mail to:

Sharp Health Plan
Fraud and Abuse Investigations
8520 Tech Way, Suite 200
San Diego, CA 92123

Reporters of suspected fraud have the right to remain anonymous, if so desired. Just tell us why you think fraud is occurring. Give us the name of the Provider or Member, and tell us what you are concerned about. We take your questions and input seriously. You can help us stop health care fraud.

Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule

The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule requires covered entities such as health plans, health care clearinghouses, and most health care providers, including pharmacies, to safeguard the privacy of patient information. Covered entities are required to conduct HIPAA Privacy training on an annual basis and to ensure ongoing organizational compliance with the regulations.

A major goal of the Privacy Rule is to ensure that an individual’s personal health

information is properly protected, while still allowing the flow of health information needed to provide and promote high-quality health care, as well as to protect the public's health and well-being. A covered entity must maintain reasonable and appropriate administrative, technical, and physical safeguards to prevent inappropriate uses and disclosures of Protected Health Information (PHI). The following are examples of appropriate safeguards that Providers should take to protect the security and privacy of PHI:

- Ensure that data files are not saved on public or private computers while accessing corporate email through the Internet.
- Ensure that electronic systems for patient mailings are properly programmed in order to prevent documents containing PHI from being sent to the wrong recipients.
- Ensure that PHI on allportable devices is encrypted.
- Implement security measures to restrict access to PHI based on an individual's need to access the data.
- Perform an internal risk assessment, or engage an industry-recognized security expert, to conduct an external risk assessment of the organization to identify and address security vulnerabilities.
- Shred documents containing PHI before discarding them.
- Secure medical records with lock and key or pass code.
- Limit access to keys and passcodes.
- Lock computer screens when away from your desk or work station.
- Refrain from discussing patient information outside the workplace or in public places.

Providers who disclose PHI to another entity may be limited in how this information can be shared. Patients have the right to request to see a list of all persons and organizations with whom their personal health information has been shared. For more detailed information regarding these regulations, go to the Department of Health and Human Services website at www.hhs.gov/ocr/privacy.

This information regarding HIPAA privacy compliance is provided as a courtesy to the Plan Providers. While every attempt is made to keep the information as accurate as possible, it is designed for educational purposes only and should not to be used as a substitute for legal or other professional advice.

Covered California

Covered California, the California Health Benefit Exchange, has selected Sharp Health Plan as a Qualified Health Plan (QHP) certified to offer coverage through the Exchange for

individual and family plans as well as Covered California for Small Business (CCSB) every year since Covered California started accepting enrollment in 2014. Covered California has established standardized plan designs that each QHP must offer on the Exchange. In addition, QHPs must offer identical plans off the Exchange, known as “mirrored” plans. The benefit plans offered both on and off the Exchange are identified by metal tiers based on the actuarial value of services paid by a QHP. The metal tiers from richest to least rich in benefits are Platinum, Gold, Silver, and Bronze, and they range in copayments, coinsurance, and deductibles. Sharp Health Plan also offers on-Exchange health plans for federally recognized American Indians and Alaska Natives (AI-AN) at all metal tiers; out-of-pocket medical expenses are provided at zero cost-share for individuals in this population meeting certain requirements. A minimum-coverage plan (also called a catastrophic plan) is also available for individuals under age 30, or those who meet certain other requirements. Benefit plans offered by Sharp Health Plan include Copay and Coinsurance HMO plans. Some of the plans qualify as a high deductible health plan (HDHP) that can be paired with a health savings account (HSA).

California Mental Health Parity Law

California Mental Health Parity Law states that every health care service plan that provides hospital, medical, or surgical coverage shall provide coverage for the diagnosis of medically necessary treatment of severe mental illnesses of a person of any age, and of serious emotional disturbances of a child, under the same terms and conditions applied to other medical conditions. These benefits include outpatient services, inpatient hospital services, partial hospital services, and prescription drugs. The terms and conditions applied to the benefits shall be applied equally to all benefits under the plan, including maximum lifetime benefits, copayments, and individual and family deductibles.

(Sharp Health Plan supports and adheres to the California Mental Health Parity Law).

Maternal Mental Health

California Assembly Bill (AB) 2193 requires that a licensed health care practitioner (provider) who provides prenatal or postpartum care for a patient shall ensure that the mother is offered screening or is appropriately screened for maternal mental health conditions. Maternal mental health condition means a mental health condition that occurs during pregnancy or during postpartum period and includes, but is not limited to, postpartum depression. AB-2193 also requires that a health plan develop a maternal mental health program designed to promote quality and cost-effective outcomes.

Sharp Health Plan has a maternal mental health program which is designed to assist mothers (prenatal and postpartum) with needs, such as understanding health care benefits, making appointments, and providing health plan and community resources. Sharp Health Plan offers case management services to Members who qualify, which includes Members with a maternal mental health condition. Referrals will be accepted from any source, including, but not limited to, providers, Members, and hospital staff.

Providers who have a positive screening can direct mothers to a Sharp Health Plan network behavioral health provider. A referral for behavioral health is not required. In addition, providers can refer mothers to Sharp Health Plan's case management department. A case management referral can be made by completing the Case Management Referral form found in the Forms section of the Sharp Health Plan website, or by calling 1-858-499-8300. **Sharp Health Plan's maternal mental health program guidelines and criteria are available to providers upon request.**

Autism Services

It is the policy of Sharp Health Plan to adhere to the California regulatory requirements for providing coverage for behavioral health treatment for Members diagnosed with autism spectrum disorder. Sharp Health Plan is responsible to arrange and provide coverage for medically necessary medical services, such as occupational, physical, or speech therapy, for all diagnoses including autism spectrum disorder. Sharp Health Plan will cover behavioral health treatment, such as applied behavioral analysis (ABA) therapy or evidence-based intensive behavioral health treatment, for Members diagnosed with autism spectrum disorder when medically necessary.

Section II: Sharp Health Plan Benefits

Product Overview

Sharp Health Plan offers various coverage options for individuals and families, as well as large and small employer group benefit plans. Group health care coverage may be purchased directly through Sharp Health Plan, insurance brokers, CalChoice or the California Health Benefits Exchange. Individual and family coverage is available directly through Sharp Health Plan, insurance brokers, or the California Health Benefits Exchange.

Benefit Coverage Options

Health Maintenance Organization (HMO)

An HMO is a plan that provides Covered Benefits for a fixed monthly fee, through defined networks of physician groups called Plan Medical Groups (PMGs) from which Members choose a Primary Care Physician (PCP) and receive specialty physician care or access to hospitals and other facilities. In some instances, Members may select a PCP contracted directly with Sharp Health Plan. The PMG listed on the Member's card for these PCPs will be "Independent." HMO Members must obtain covered benefits through their PCP and providers affiliated with the PCP's PMG. The PCP is responsible for coordinating and directing necessary care to the appropriate Plan Providers.

Preferred Provider Organization (PPO)

A PPO is a plan that has contracts with a network of preferred providers from which Members can choose. Members do not select a PCP and do not need referrals to see other Plan Providers in the network.

Point of Service (POS)

A POS plan is a combination between an HMO and a PPO. This plan is known as a POS plan because Members have an option between the HMO and the PPO each time they access services; the type of service is based on the point of service.

Under a POS plan, Members select a PCP responsible to manage and coordinate their care within network. POS plans allow Members the flexibility to self-direct, without an Authorization or referral, to a licensed health care provider who may or may not be in the PCP's PMG.

- Tier 1 is an HMO level of care. Members select any PCP within the network. The PCP

is responsible to coordinate the care within the assigned PMG. Care that is rendered by Providers affiliated with the PCP's PMG (or that is authorized by the PMG) is covered at the HMO level of care.

- Tier 2 is a PPO level of care, Members may direct their own care and access covered services from any licensed health care professional or facility without a referral or Authorization. Members are responsible to ensure Provider(s) obtain required pre-certification prior to receiving services to minimize out-of-pocket costs.

For better management of out-of-pocket costs Members should be directed to select providers from the Aetna Open Choice PPO Network.

High-Deductible Health Plan (HDHP)

An HDHP is a health insurance plan with lower premiums and higher deductibles than a traditional health plan. Some HDHP plans also offer additional wellness benefits or health activities provided before a deductible is applied.

Health Savings Account (HSA)–Compatible Health Plan

An HSA is a tax-advantaged medical savings account available for Members enrolled in a qualified HDHP. Funds contributed to the HSA are not subject to federal income tax at the time of deposit or when used to pay for qualified medical expenses and will roll over and accumulate year to year if not spent. An HDHP that is qualified (meets certain Internal Revenue Service criteria) can be paired with an HSA to give Members the ability to take advantage of these tax savings.

Partnerships and Value-Added Services

Sharp Health Plan's unique services and key partnerships enable us to provide the full array of essential health benefit coverage as well as value added enhanced and supplemental services.

Best Health

Best Health is Sharp Health Plan's comprehensive, integrated, and NCQA-accredited wellness program that drives quality of health care and affordability through employer, and Member engagement. Members of Sharp Health Plan may access the following tools and experiences of Best Health on www.SharpHealthPlan.com:

- Health Assessments: quick and easy assessment to identify potential risk factors
- Health Coaching: telephonic assistance for weight loss, nutrition, stress reduction, and smoking cessation
- Online Wellness Workshops: over 80 different online wellness workshops

- Interactive Health Library: extensive library of topics; health videos, symptom checker and medical decision tools to help guide Members in understanding and improving their personal health.
- Personalized Fitness Plans: cardio, steps, and strength-training logs
- Customized Meal Plans: food log, dietary analysis, and healthy recipes
- Alternative Care Discounts: for massage, acupuncture, chiropractic, and dietitians
- Wellness Product Discounts: more than 2,400 health and wellness products

Wellness Services

Sharp Health Plan offers a comprehensive wellness program called Best Health to all Sharp Health Plan Members 18 years of age and older. Best Health offers robust online wellness tools; interactive workshops; a comprehensive health risk assessment; fitness, nutrition, and health trackers; customized nutrition and fitness plans; and a health library. For those who are ready to take the next step in improving their health, one-on-one health coaching provides Members with a dedicated Best Health Coach who will assist them in making positive changes in the areas of healthy weight management (BMI of 25+ required to enroll), tobacco cessation, healthy eating, physical activity, and stress management. In addition, all Sharp Health Plan Members receive discounts of 15 to 40 percent off over 2,400 health and wellness products, as well as up to 25 percent off of alternative care services.

For more information, call the Best Health Call Center at 1-877-849-2363 or besthealth@sharp.com.

Through Sharp Weight Management and Health Education, Members also have access to a variety of health education and intervention programs provided at convenient locations throughout San Diego County. Please refer to the Health Promotion Programs flyer available on www.SharpHealthPlan.com for descriptions of current health education classes, or call Customer Care at 1-858-499-8300 or toll-free 1-800-359-2002 or customer.service@sharp.com for additional information. Members may telephone Sharp Weight Management and Health Education at 1-800-82-SHARP (1-800-827-4277) for additional information on class descriptions, dates, times, and locations.

Sharp Health Plan is aware that health benefits can be gained by identifying behaviors that promote optimum health and reduce the risk for preventable disease and injury. We recognize that the health education interventions conducted by Providers are a critical component of influencing these positive behaviors. In order to assist Providers in that role, information and resources for working with our Members in need of health education counseling and services are provided on a regular basis in newsletters and fax alerts.

Acupuncture

Some Sharp Health Plan Members may have coverage for limited acupuncture services for specific conditions related to requirements of the Affordable Care Act.

- To find a Provider, Members should contact American Specialty Health Plans of California, Inc. (ASH Plans) at 1-800-678-9133, or at www.ashlink.com/ASH/SharpHP
- No referral from Sharp Health Plan or the PCP is required.

Coverage for acupuncture services may also be available as a supplemental benefit for purchase. No referral is needed to access supplemental benefits. Refer to the Supplemental Benefits section of this manual for more information.

Behavioral Health Services

Behavioral health services include both mental health and substance use disorders. Members have direct access to Plan Providers for behavioral health services without obtaining a PCP referral. Psychiatric Centers at San Diego is available toll-free at 1-877-257-7273, LifeStance Health is available at 1-858-279-1223, and Independent Behavioral Health providers at sharphealthplan.com or by calling Sharp Health Plan Customer Care toll free at 1-800-359-2002, for Members requesting services.

Sharp Health Plan makes medical necessity determinations for behavioral health services by applying the most recent criteria and guidelines developed by the Nonprofit Professional Association for the relevant clinical specialty when conducting utilization review of treatment of mental health and substance use disorders.

More information on Sharp Health Plan's medical necessity criteria can be found at:

- American Society of Addiction Medicine (ASAM): asam.org
- Level of Care Utilization System (LOCUS): locusreporter.com
- Child & Adolescent Level of Care Utilization System (CALOCUS): locusreporter.com
- Early Childhood Service Intensity Instrument (ECSII): aacap.org
- World Professional Associations for Transgender Health (WPATH): wpath.org

Dental Services – Pediatric

Sharp Health Plan Members under the age of 19 may have coverage for pediatric dental services as part of the Essential Health Benefits (EHB). Sharp Health Plan has partnered with Delta Dental of California to provide access to dental services for children. Members enrolled in DeltaCare® USA can call **1-855-370-4215** toll-free or go to <http://www.deltadentalins.com/deltacare> to find a dentist.

Global Emergency Services

Assist America® provides global emergency services for Sharp Health Plan Members. The travel assistance services are available worldwide, while traveling domestically or internationally, when Members are traveling more than 100 miles from home or in another country for up to 90 consecutive days. Members call Assist America, who in turn will contact the Plan or possibly the Member's primary care physician, to coordinate the Member's care. Contact Assist America: within the U.S. by calling 1-800-872-1414, outside the U.S. using +1-609-986-1234, or by downloading the free Assist America Mobile App for Android and iPhone. The Assist America Reference number is 01-AA-SHP-09073.

Note: No claims for reimbursement will be accepted.

American Specialty Health Plan

Sharp Health Plan partners with American Specialty Health Plan (ASH) to provide discounts on alternative care services from Providers including: acupuncturists, chiropractors, massage therapists, podiatrists, occupational and physical therapists, and dieticians.

These discounts are an enhancement to the medical plans offered to all Sharp Health Plan Members and are not considered insurance.

American Specialty Health Fitness

Sharp Health Plan partners with American Specialty Health Fitness (ASH) to provide discounts and access to fitness facilities throughout San Diego, the US and to at home fitness programs.

These programs are enhancements to the medical plans to Sharp Health Plan Members and are not considered insurance. No referral is required.

Discounts to select wellness products and services are available to all Sharp Health Plan Members. For more information, Members may call ASH at 1-877-335-2746 or go to www.ChooseHealthy.com

MinuteClinic®

MinuteClinic has more than 14 locations in San Diego and Southern Riverside Counties inside select CVS/pharmacy® stores and over 1100 locations across the nation to provide convenient access to several basic care services without appointment or prior Authorization. Members seeking services need to present their Sharp Health Plan Member identification card. The following services are covered by Sharp Health Plan at MinuteClinic:

- Diagnosis and treatment for common family illnesses such as strep throat, seasonal allergy symptoms, pink eye, and infections of the ears, nose, and throat
- Flu vaccinations
- Treatment of minor wounds or burns, abrasions, and joint sprains (ankle, knee)
- Treatment for skin conditions such as poison ivy, ringworm, and acne

Most services are available for those 18 months or older, but ages for specific services may vary. For more information about these services and age restrictions, please visit www.minuteclinic.com.

With the Member's permission, a summary of the visit will be sent to the assigned PCP. The MinuteClinic clinician will refer Members with more severe symptoms or requiring treatment in a different setting to their PCP, Urgent Care or an Emergency Room.

Sharp Nurse Connection®

After regular business hours, weekends and holidays, Members can contact the Sharp Health Plan After-hours Nurse Advice line, also known as Sharp Nurse Connection, by calling Customer Care and selecting the appropriate prompt. This after-hours telephone service is staffed with registered nurses to provide medical advice and direction regarding health care questions or concerns. The Primary Care Physician (PCP) receives an electronic notification regarding their assigned Members who call Nurse Connection. In some instances, the nurse taking the call may need to speak with the PCP directly regarding a Member's health care needs. In those cases, the nurse will contact the PCP's office by telephone. A response to such inquiries must be provided within 30 minutes, to ensure appropriate triage of Sharp Health Plan Members. Sharp Nurse Connection is available 5 p.m. to 8 a.m., Monday to Friday and 24 hours a day on weekends and holidays.

Specialty Pharmacy Services Covered under the Pharmacy Benefit

Specialty medications are drugs that may require specialized delivery and administration on an ongoing basis. They are often used to treat complex disease states that require frequent follow-up and monitoring. In addition, drugs that cost the health plan (net of rebates) more than six hundred dollars (\$600) for a one-month (30-day) supply are Specialty medications.

- Specialty medications may be dispensed for up to a maximum of a 30-day supply.
- Specialty medications require Prior Authorization.

Specialty medications covered under the pharmacy benefit can be filled at a pharmacy that is in the Sharp Health Plan Specialty network. Sharp Health Plan's preferred pharmacy is CVS Specialty Pharmacy. In most cases, Specialty pharmacies deliver medications by mail. If medications are filled at CVS Specialty Pharmacy, Members may request to pick up their prescription at a CVS retail pharmacy of their choice. This allows the Member to obtain the medication at a retail location.

Vision Services – Pediatric

Sharp Health Plan Members under the age of 19 may have coverage for pediatric vision services as part of the Essential Health Benefits (EHB). Sharp Health Plan has partnered with Vision Service Plan (VSP) to provide access to pediatric vision services. VSP's new pediatric vision plan, VSP® Elements, offers a comprehensive eye exam and quality eyewear annually from a collection of frames designed specifically for our youngest Members.

VSP Elements provides a covered-in-full annual eye exam, lenses and a frame from the Otis and Piper Eyewear Collection. In lieu of glasses, elective contact lens services and materials are covered in full (service limitations apply).

Lenses

- Polycarbonate; plastic or glass is covered in full.
- Single vision; lined bifocal; lined trifocal; or lenticular lenses are covered in full.

The following lens enhancements are covered in full:

- Scratch-resistant Coating
- Ultraviolet Coating



Some Sharp Health Plan adult Members with specific conditions may have coverage for vision services related to requirements of the Affordable Care Act.

For a complete benefit description and to find a VSP doctor, Members can visit www.vsp.com or call toll-free 1-800-877-7195.

Supplemental Benefits

Supplemental benefits are additional services available for purchase under group plans. The services supplement traditional health coverage and are coordinated by the applicable vendor.

Acupuncture – American Specialty Health Plans of California, Inc. (ASH Plan)

Sharp Health Plan Members may have access to acupuncture services through a supplemental coverage policy.

- To find a provider, Members should contact American Specialty Health Plans of California, Inc. (ASH Plans) toll-free at 1-800-678-9133.
- No referral from Sharp Health Plan or the PCP is required.

Chiropractic – American Specialty Health Plans of California, Inc. (ASH Plan)

Sharp Health Plan Members may have access to chiropractic services through a supplemental coverage policy.

- To find a Provider, Members should contact American Specialty Health Plans of California, Inc. (ASH Plans) toll-free at 1-800-678-9133.
- No referral from Sharp Health Plan or the PCP is required.

Dental Benefits – Delta Dental of California

Sharp Health Plan Members may have access to dental services through their policy. Sharp Health Plan offers dental coverage through its partnership with Delta Dental of California. All services are coordinated through DeltaCare® USA from Delta Dental.

Members enrolled in DeltaCare® USA can call **1-855-370-4215** toll-free or go to <http://www.deltadentalins.com/deltacare> to find a dentist.

Vision Services Plan – VSP

Sharp Health Plan Members may have access to vision services through a supplemental coverage policy. Sharp Health Plan offers comprehensive vision coverage through its partnership with VSP. All services are coordinated through VSP. Members enrolled in supplemental vision services can visit www.vsp.com or call toll-free 1-800-877-7195 for more information.

Enhanced Provider Services

Sharp Connect Web-Based Provider Portal

Sharp Health Plan's web-based provider portal, Sharp Connect, is designed to provide quick and easy access to the information you need to work effectively with our Plan and ensure the best possible service to our Members. While this information is as up-to-date and accurate as possible, it does not take the place of the terms of any contract your office or organization may have with Sharp Health Plan.

The Sharp Connect provider portal provides a centralized location for all forms, resources, and tools you need to care for our Members. An easy-to-use web-based portal that offers providers 24/7 access to patient eligibility and other provider resources such as:

- Access to specific Member benefit/evidence of coverage (EOC)
- Downloadable medical prior authorization forms
- Request pharmacy prior authorization
- Downloadable policies, manuals and guides
- Quick reference guides
- News and alerts information
- Provider Operation manuals
- Update your provider directory information.

Register for Sharp Connect on www.SharpHealthPlan.com/SharpConnect. For assistance, please contact our Provider Relations Department at provider.relations@sharp.com or 1-858-499-8330. To ensure compliance with HIPAA security standards, each user must have a unique user ID. We can process your application and assist you with access within 48 business hours of your request.

Smart Partnership

Sharp Health Plan offers special health insurance plans to all Plan Providers. This Smart



Partnership provides an opportunity to offer the same benefits and services to your employees that Sharp Health Plan Members receive.

These plans are available for any provider office in Sharp Health Plan's Provider Network that employs from 1 to 100 employees. For rates and additional information, call your insurance broker or Sharp Health Plan's Commercial Sales Department at 1-858-499-8235.

Section III: Member Enrollment and Eligibility

Member Enrollment Overview

Sharp Health Plan Members select a Primary Care Physician (PCP) affiliated with a specific Plan Medical Group (PMG) upon enrollment. Members who select a PCP affiliated with Sharp Rees-Stealy Medical Group (SRS) or a Community Clinic are assigned to the clinic or medical group, not an individual physician. Sharp Health Plan encourages selection of a PCP located within thirty (30) minutes or thirty (30) miles of a Member's residence. In the event a PCP and PMG are not selected at enrollment, Sharp Health Plan will assist with selecting a PCP and PMG who meet the Member's needs by attempting to reach the Member by telephone. In the event Sharp Health Plan cannot reach the Member, the Plan will assign a PCP based on the following factors:

- The Member's Plan Network
- The existence of established relationships and family linkages
- The Member's residence
- The Member's language preference
- The Member's age

Members are notified by mail of the Plan-assigned PCP and of the right to select a different PCP by contacting Customer Care.

Members may change their PCP at any time. In most cases, Members are effective with their PCP on the first day of the next month. For example, if the Member calls to select a PCP on May 8, the assignment to that PCP becomes effective on June 1. Exceptions may be made on a case-by-case basis.

Members with newborns may select a PCP or PMG for their newborn effective the first day of the month following the baby's birth. In most cases, newborns are assigned to the mother's PMG until the first day of the month following birth. Verification of eligibility can be obtained by contacting Customer Care.

Eligibility Verification

Plan Providers are responsible for verifying eligibility each time a Member schedules an appointment and before medical services are provided, unless it is an emergency.

Because events leading to ineligibility can occur at any time, providers are encouraged to verify eligibility on the day services are to be rendered. Specialist should always verify

Member eligibility on the day of the appointment. Primary Care Providers must verify both eligibility and Member assignment on the day of the appointment.

Verification of eligibility and/or benefit coverage is NOT a guarantee of payment by Sharp Health Plan.

All Members are issued a health plan identification card, which should be presented each time services are requested. Sharp Health Plan Identification Cards include the following information:

- Member Name
- Member ID Number
- Date of Birth (DOB)
- Coverage Effective Date
- Group Name
- Group Number
- Primary Care Physician (PCP)
 - Except for Sharp Rees-Stealy Medical Group Members
- PCP Telephone/After Hours Number
- Plan Medical Group
- Plan Network
- Deductible
- Copayments/Coinsurance
- Medical Claims Mailing Address
- Customer Care toll-free number

Examples of Sharp Health Plan Identification Cards are located on subsequent pages 30-38 within this section.

Although the Member ID card is a primary method of identification, possession of the card does not guarantee eligibility, coverage, or benefits. Eligibility to receive services depends on verification from Sharp Health Plan. A new identification card is issued each time a Member changes PCP/PMG, but Members may forget to present the most recent card when accessing services. Therefore, it is important to verify eligibility with for each visit.

Providers may verify Member eligibility through any of the following Sharp Health Plan methodologies:

1. Online via the [Sharp Connect](#) provider portal which gives Provider offices the ability to view Member-specific eligibility information, including effective date, benefits and copayments. To log on or register for Sharp Connect go to

www.SharpHealthPlan.com/for-providers. If you are not currently set up for this easy-to-use and secure online resource, please contact Sharp Health Plan's Provider Relations team at 1-858-499-8330 or provider.relations@sharp.com.

2. Sharp Health Plan's dedicated provider line at 1-844-483-9014 (toll-free). This number is available 24/7 and links to an automated system (called IVR) that allows you to verify Member eligibility status, PCP assignment and copays/coinsurance for most commonly used services.

To use our automated system, call 1-844-483-9014 (toll-free)

- Enter your 10 digit NPI number followed by pound (#)
- Press 1 for provider
- Press 1 for Member eligibility
- Enter the patient's 8 or 11 digit Member ID number followed by pound (#)
- Press 1 if correct
- Enter the patient's date of birth as a 2 digit month, 2 digit day and 4 digit year followed by pound (#)

Once authenticated, providers will hear the following details for active Members:

- Member Eligibility Status
- PCP Name
- Primary Medical Group
- Plan Network
- Member Cost Shares (Copay/Coinsurance)
 - PCP
 - Specialist
 - Urgent Care
 - Emergency Visit
 - Hospital Admission
- Member's Individual Deductible

While listening to the Member details, the following navigation options are available:

- Press star (*) to repeat information
- Press pound (#) to skip to the end

3. If a Member insists that they are enrolled in Sharp Health Plan, but the provider is not able to confirm eligibility via Sharp Connect, or via our IVR, please call our Customer Care Department at 1-844-483-9014 and speak to a Customer Care Representative. They are available to assist you Monday through Friday, 8:00 a.m. to 6:00 p.m.

Eligibility List

In order to ensure the proper management of care for Members enrolled with Sharp Health Plan, eligibility files are transmitted regularly to each PMG at mutually agreed-upon intervals. These lists contain information regarding the Member's enrollment status. It is the responsibility of the PMG to share this information with its PCPs and other contracted Providers. In the event of a reported discrepancy between the eligibility file and the Member's current enrollment, please use the options listed above under Eligibility Verification to confirm the Member's current status.

Member ID Cards

Sample HMO Identification Card with Pediatric Dental



The following information appears on Sharp Health Plan HMO Identification Cards:

- Member Name: Member's Name as entered by the Plan
- ID #: The number assigned to the Member by Sharp Health Plan. Commercial Member numbers will always start with a "92"
- DOB: Member's Date of Birth
- Effective: Date the Member is eligible with the Plan (not PCP)
- Group Name: The Employer Group associated with the Member's coverage (e.g., employer)
- Group #: The number assigned by the Plan to the Employer Group associated with the Member's coverage

- Primary Care Physician: The physician to whom the Member is assigned
- Telephone: The phone number where the PCP can be reached during and after office hours
- Plan Medical Group: The Plan Medical Group to which the Member is assigned
- Plan Network: The network of providers and hospitals associated with the Member's benefit coverage
- Deductible: Deductible amount if applicable
- PCP: The Copayment for services provided in a provider's office
- Specialist: Specialist Copayment amount
- Hospital: Inpatient Hospital Care Copayment amount
- Urgent: Urgent Care Services Copayment amount
- ER: The Emergency Room Services Copayment amount (waived if the Member is admitted)

Back Sample HMO Identification Card with Pediatric Dental

<p>Customer Care: 1-800-359-2002</p> <p>Mental Health Benefits: 1-800-359-2002</p> <p>Provider Services: 1-800-359-2002</p> <p>Provider Claims: PO Box 939036 San Diego, CA 92193</p> <p>Pharmacy Services: Members: 1-855-298-4252 Pharmacy: 1-800-364-6331 RxBIN: 004336 RxPCN: ADV RxGROUP: RX4150</p>	<p>IMPORTANT: Sharp Health Plan only covers care by Plan Providers, except for emergency services and out-of-area urgent care. Contact your Primary Care Physician for all other services.</p> <p></p> <p>Dental coverage for members under 19: 1-855-370-4215 DeltaCare USA PO Box 1810 Alpharetta, GA 30023-1810</p>
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Please visit sharphealthplan.com for any questions.

The back of the card includes information specific to the Member's benefit plan and coverage, for example:

- Customer Care: Member Phone number (may vary by Employer Group)
- Mental Health Benefits: Phone number for Mental Health Services
- Provider Services: Phone number for Customer Care
- Provider Claims: Address to submit medical claims
- Pharmacy Services: Phone numbers and Claims electronic claims routing for Pharmacy Benefit Manager

- Emergent and Urgent Care Services statement
- Dental Coverage Claims address and phone number


Sample HMO Identification Card without Pediatric Dental

		<firstname><lastname><suffix> ID# <920003456789*01> DOB: <MM/DD/YY> Effective: <MM/DD/YY> Group: <Group> Group #: <Group #>	
Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX>		Deductible: <\$x,xxx> Cost Share: PCP <\$xx or xx%> Specialist <\$xx or xx%> Hospital <\$xx or xx%> Urgent Care <\$xx or xx%> ER <\$xx or xx%>	
Plan Medical Group: <Affiliated Network>		Network: <Network>	
Please visit sharphealthplan.com for any questions.			

Back Sample HMO Identification Card without Pediatric Dental

Customer Care: 1-800-359-2002	IMPORTANT: Sharp Health Plan only covers care by Plan Providers, except for emergency services and out of area urgent care. Contact your Primary Care Physician for all other services.
Mental Health Benefits: 1-800-359-2002	Provider Services: 1-800-359-2002
Pharmacy Services: Members: 1-855-298-4252 Pharmacy: 1-800-364-6331 RxBIN: 004336 RxPCN: ADV	Provider Claims: PO Box 939036 San Diego, CA 92193
Please visit sharphealthplan.com for any questions.	

Sample CalPERS HMO Identification Card

	<firstname><lastname><suffix> ID# <920003456789*01> DOB: <MM/DD/YY> Effective: <MM/DD/YY> Group: <Group> Group #: <Group #>					
	<table border="0"> <tr> <td> Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX> </td> <td> Deductible: <\$x,xxx> Cost Share: </td> </tr> <tr> <td> Plan Medical Group: <Affiliated Network> </td> <td> PCP <\$xx or xx%> Specialist <\$xx or xx%> Hospital <\$xx or xx%> Urgent Care <\$xx or xx%> </td> </tr> <tr> <td> Network: <Network> </td> <td> ER <\$xx or xx%> </td> </tr> </table>	Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX>	Deductible: <\$x,xxx> Cost Share:	Plan Medical Group: <Affiliated Network>	PCP <\$xx or xx%> Specialist <\$xx or xx%> Hospital <\$xx or xx%> Urgent Care <\$xx or xx%>	Network: <Network>
Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX>	Deductible: <\$x,xxx> Cost Share:					
Plan Medical Group: <Affiliated Network>	PCP <\$xx or xx%> Specialist <\$xx or xx%> Hospital <\$xx or xx%> Urgent Care <\$xx or xx%>					
Network: <Network>	ER <\$xx or xx%>					
Please visit sharphealthplan.com/CalPERS for any questions.						

- Sharp Performance Plus is the name of the CalPERS HMO Product.
- CalPERS Members have a unique Customer Care phone number.
- CalPERS Members have a customized Sharp Health Plan Web page.
- Pharmacy benefits are covered through OptumRx.
- Please see the page for “Sample HMO Identification card” for more information.

Back Sample CalPERS HMO Identification Card

Customer Care: 1-855-995-5004	IMPORTANT: Sharp Health Plan only covers care by Plan Providers, except for emergency services and out of area urgent care. Contact your Primary Care Physician for all other services.
Mental Health Benefits: 1-855-995-5004	
Provider Services: 1-855-995-5004	
Provider Claims: PO Box 939036 San Diego, CA 92193	Pharmacy Services: Members: 1-855-505-8110 Pharmacy: 1-855-438-4512 optum.com/CalPERS RxBIN: 610011 RxPCN: IRX RxGroup: CALPSHARP
Please visit sharphealthplan.com/CalPERS for any questions.	

Sample Covered California Identification Card


		<firstname><lastname><suffix> ID# <920000000-01> DOB: <MM/DD/YY> Effective: <MM/DD/YY> Benefit Plan: <Plan Description>	
Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX>	Deductible: <\$x,xxx>	Cost Share:	PCP <\$xx or xx%> Specialist <\$xx or xx%> Hospital <\$xx or xx%> Urgent Care <\$xx or xx%> ER <\$xx or xx%>
Plan Medical Group: <Affiliated Network>	Network: <Network>		
Please visit sharphealthplan.com for any questions.			

Covered California Members may contact Covered California directly for questions regarding enrollment or tax credits. Please see the page for “Sample HMO Identification card” for more information.

Back Sample Covered California Identification Card

Customer Care: 1-800-359-2002	IMPORTANT: Sharp Health Plan only covers care by Plan Providers, except for emergency services and out-of-area urgent care. Contact your Primary Care Physician for all other services.
Mental Health Benefits: 1-800-359-2002	
Provider Services: 1-800-359-2002	Dental coverage for members under 19: 
Provider Claims: PO Box 939036 San Diego, CA 92193	1-855-370-4215 DeltaCare USA, PO Box 1810, Alpharetta, GA 30023-1810
Pharmacy Services: Members: 1-855-298-4252 Pharmacy: 1-800-364-6331 RxBIN: 00433 RxPCN: ADV RxGROUP: RX4150	Covered California: For questions about enrolling or premium assistance, call Covered California at 1-800-300-1506. 
Please visit sharphealthplan.com for any questions.	

Sample City of San Diego / SDPEBA Identification Card



		<p><firstname><lastname><suffix> ID# <920003456789*01> DOB: <MM/DD/YY> Effective: <MM/DD/YY> Group: City of San Diego/SDPEBA Group #: <Group #></p>
<p>Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX></p>	<p>Deductible: <\$x,xxx></p>	<p>Cost Share: PCP <\$xx or xx%> Specialist <\$xx or xx%> Hospital <\$xx or xx%> Urgent Care <\$xx or xx%> ER <\$xx or xx%></p>
<p>Plan Medical Group: <Affiliated Network></p>	<p>Network: <Network></p>	
<p>Please visit sharphealthplan.com for any questions.</p>		

City of San Diego/SDPEBA Members have a unique Customer Care phone number. Please see the page for “Sample HMO Identification card” for more information.

Back Sample City of San Diego / SDPEBA Identification Card

<p>Customer Care: 1-888-840-4747</p>	<p>IMPORTANT: Sharp Health Plan only covers care by Plan Providers, except for emergency services and out of area urgent care. Contact your Primary Care Physician for all other services.</p>
<p>Mental Health Benefits: 1-888-840-4747</p>	
<p>Pharmacy Services: Members: 1-855-298-4252 Pharmacy: 1-800-364-6331 RxBIN: 004336 RxPCN: ADV Rx Group: RX4150</p>	<p>Provider Services: 1-888-840-4747</p> <p>Provider Claims: PO Box 939036 San Diego, CA 92193</p>
<p>Please visit sharphealthplan.com for any questions.</p>	

Sample Point of Service (POS) Identification Card

<first name> <last name> <suffix>		ID# <12345678Z*01>
DOB: <MM/DD/YY>		Point of Service (POS)
Group: <Group>		Effective: <MM/DD/YY>
Group #: <Group #>		
 <p>Tier 1: HMO Benefit Level</p> <p>Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX></p> <p>Plan Medical Group: <Affiliated Network></p> <p>Network: <Network></p>		<p>Network By </p> <p>Tier 2: Open Choice PPO Network</p> <p>Deductible: <\$x,xxx></p> <p>Cost Share:</p> <p>PCP <\$xx> Specialist <\$xx> Hospital <\$xx> Urgent Care <\$xx> ER <\$xx></p>
Please visit sharphealthplan.com for any questions.		

The following information appears on POS ID cards:

- Member Name: Member's Name as entered by the Plan
- DOB: Member's Date of Birth
- Group Name: the Employer Group associated with the Member's coverage
- Group #: The number assigned by the Plan to the Employer Group associated with the Member's coverage
- ID #: The number assigned to the Member by Sharp Health Plan
- Effective: Date the Member is eligible with the Plan (not PCP)
- Tier 1 HMO Plan Network: The network of physicians and hospitals associated with the Member's benefit coverage under the Tier 1 Level of benefit coverage
- Out of Network: Contracted network for Tier 2 benefits
- Primary Care Physician: The physician to whom the Member is assigned
- Telephone/After Hours: The phone number where the PCP can be reached during and after office hours
- Plan Medical Group: The Plan Medical Group to which the Member is assigned
- Deductible: Deductible amount if applicable
- PCP: The Copayment for services provided in a provider's office
- Specialist: Specialist Copayment amount
- Hospital: Inpatient Hospital Care Copayment amount
- Urgent: Urgent Care Services Copayment amount
- ER: The Emergency Room Services Copayment amount (waived if the Member is admitted)

Back Sample Point of Service (POS) Identification Card


<p>Customer Care: 1-844-483-9011</p> <p>Mental Health Benefits: 1-844-483-9011</p> <p>Provider Services: 1-844-483-9011</p> <p>Sharp Health Plan & Aetna medical claims: PO Box 939036 San Diego, CA 92123</p> <p>Pharmacy Services: Members: 1-855-298-4252 Pharmacy: 1-800-364-6331 RxBIN: 004336 RxPCN: ADV Rx Group: RX4150</p>	<p>IMPORTANT: Emergency services and out of area urgent care services are covered without Prior Authorization. For urgent care in San Diego or Southern Riverside, call your Primary Care Physician. Some HMO Benefit Level (Tier 1) services require Prior Authorization. See your Primary Care Physician for information. Tier 2 services are available from Aetna Open Choice PPO providers. Tier 2 services may require Precertification. See your Health Plan Benefits and Coverage Matrix for information.</p>
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Please visit sharphealthplan.com for any questions.

POS Members may seek services at a Tier 1 (HMO) network or a Tier 2 (PPO) network.

- Tier 1 services are subject to Prior Authorization requirements of the Plan Medical Group.
- Tier 2 services may require Precertification
 - Members are responsible for ensuring Precertification is obtained when required
 - Precertification may be requested by calling Sharp Health Plan.

Sample of Teamsters Identification Card

		<firstname><lastname><suffix> ID# <920000000-01> DOB: <MM/DD/YY> Effective: <MM/DD/YY> Group: <Group> Group #: <Group #>	
Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX>	Deductible: <\$x,xxx>	Cost Share:	
Plan Medical Group: <Affiliated Network>		PCP <\$xx or xx%> Specialist <\$xx or xx%> Hospital <\$xx or xx%> Urgent Care <\$xx or xx%>	
Network: <Network>		ER <\$xx or xx%>	
Please visit sharphealthplan.com for any questions.			

Back sample of Teamsters Identification Card

Customer Care: 1-800-359-2002	IMPORTANT: Sharp Health Plan only covers care by Plan Providers, except for emergency services and out of area urgent care. Contact your Primary Care Physician for all other services.
Mental Health Benefits: 1-800-359-2002	
Provider Services: 1-800-359-2002	
Provider Claims: PO Box 939036 San Diego, CA 92193	
Please visit sharphealthplan.com for any questions.	

Section IV: Member Services

Customer Care

The Customer Care Department is designed to assist both Members and Providers with all of Sharp Health Plan's Value-Added Services and health plan benefit coordination. Customer Care can be reached toll-free at 1-800-359-2002 or by email at customer.service@sharp.com. The Customer Care Department has friendly, knowledgeable, and bilingual representatives available Monday through Friday from 8:00 a.m. to 6:00 p.m. Our Customer Care Representatives assist Members by answering questions regarding, but not limited to: eligibility, general benefits, PCP assignment, and hospital information.

The Customer Care Department can also provide assistance with information about any of the following:

- Status of medical referrals and authorizations
- Premium billing questions
- Health plan options
- Community resources and support groups
- Grievances and appeals process
- ID card replacements

Member pharmacy inquiries are supported by our PBM partner, CVS Caremark. Members may reach CVS Caremark by calling 1-855-298-4252. Members associated with CalPERS, Palomar or Teamsters may refer to the pharmacy information located on the back of their Member ID cards for support.

- Retail pharmacy claim inquiries
- Drug coverage inquiries
- Plan design education
- Drug coinsurance questions
- Mail service order status
- Plan benefit overrides
- Escalated Member requests
- Eligibility inquiries
- Prescription billing/payment inquiries
- Prescription prior authorizations and formulary exception requests

Interpreter Services

Plan Providers may request interpreters for Members whose primary language is not English by calling Sharp Health Plan at 1-858-499-8300 or toll-free at 1-800-359-2002. The customer care representative will request the following information:

- Member name, identification number, age, sex, language, and country of origin (to determine the appropriate version of the requested language).
- Provider information, including appointment date and time, office location, name, physician's phone number, and type of appointment (e.g., OB/GYN, well-care, etc.).

For face-to-face interpreting services, requests must be made at least three days prior to the appointment date. However, even with advance notice, face-to-face interpreters for some languages may not be available. In the event that an interpreter is not available for face-to-face interpreting, Sharp Health Plan can make arrangements for telephone interpreting services. Please call Sharp Health Plan at 1-858-499-8300 or 1-800-359-2002 to arrange for timely language assistance services for our Member.

Member Rights and Responsibilities

Members are given a Member Handbook upon request that contains a list of Member Rights and Responsibilities, which are provided below. Printable versions (in English and Spanish) suitable for distribution to Members are also available online at www.SharpHealthPlan.com.

Member Rights

Sharp Health Plan Members have the right to:

- Be treated with dignity and respect.
- Have your privacy and confidentiality maintained.
- Review your medical treatment and record with your health care provider.
- Be provided with explanations about tests and medical procedures.
- Have your questions answered about your care.
- Have a candid discussion with your health care provider about appropriate or medically necessary treatment options, regardless of cost.
- Participate in planning and decisions about your health care.
- Agree to, or refuse, any care or treatment.
- File complaints or appeals about Sharp Health Plan or the services you receive as a Sharp Health Plan Member.

- Receive information about Sharp Health Plan, our services and providers, and Member rights and responsibilities.
- Make recommendations about these rights and responsibilities.

Member Responsibilities

Sharp Health Plan Members have the following responsibilities:

- Provide information (to the fullest extent possible) that Sharp Health Plan and your doctors and other providers need to offer you the best care.
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- Ask questions if you do not understand explanations and instructions.
- Respect provider office policies and ask questions if you do not understand them.
- Follow advice and instructions agreed-upon with your provider.
- Report any changes in your health.
- Keep all appointments and arrive on time. If you are unable to keep an appointment, cancel 24 hours in advance, if possible.
- Notify Sharp Health Plan of any changes in your address or telephone number.
- Let your health care provider or Sharp Health Plan know if you have any suggestions, compliments or complaints.
- Notify Sharp Health Plan of any changes that affect your eligibility, such as if you are no longer working or living in the Plan's service area.

Primary Care Physician (PCP) Assignment and Selection

All Sharp Health Plan Members must select a Primary Care Physician (PCP) to manage their medical needs. Individual family Members may choose the same or different PCPs in the following practice areas:

- Medical Doctor (MD), including internist, family practice provider, pediatrician, OB/GYN and general medicine provider
- Osteopathic physician (DO)
- Members who select a PCP affiliated with a community clinic are assigned to the clinic, not an individual physician within the clinic.
- A Member, who is also a physician, may not select themselves as their PCP

In the event that a Member does not select a PCP at enrollment, the Plan will assign a PCP based on the following factors:

- The Member's Plan Network
- The existence of established relationships and family linkages

- The Member's residence
- The Member's language preference
- The Member's age

Members are notified by mail of the Plan-assigned PCP and of the right to select a different PCP by contacting Sharp Health Plan Customer Care.

- Generally, a PCP assignment becomes effective on the first day of the present month if the request for a change is received before the 15th of the month and the Member has not accessed care with another PCP. For example, if the Member calls to select a PCP on May 8, the assignment to that PCP becomes effective on May 1 if the Member has not accessed care with a different PCP during May. A PCP assignment becomes effective on the first day of the following month if the request for a change is on or after the 15th of the month. For example, if the Member calls to select a PCP on May 20, the assignment to that PCP becomes effective on June 1. Exceptions may be made on a case-by-case basis.
- A Member identification card is sent to the Member when the PCP assignment is effective and any time thereafter when a PCP change is made. The identification card lists the PCP, the PCP's telephone number, the Plan Medical Group, and the Plan Network.
- Sharp Health Plan encourages Members to find a PCP they are comfortable with and stay with that PCP. This way the Member and doctor can establish a relationship and the doctor will be familiar with the Member's medical history. However, Members can change PCPs at any time.
- PCP changes will be made based on the request from the Member or the Member's parent or guardian. PCP changes cannot be made by a Provider or the Provider's office staff without authorization from the Member, but they can be made from the Provider's office if the Member confirms the change by telephone.

Member Grievances and Appeals

An important part of Sharp Health Plan's Quality Improvement Program is the mechanism through which Members can ask questions and solve problems. Often, Members will address their questions directly to their PCP, who can answer many questions without the Plan's intervention. When the PCP cannot resolve a question or problem, the Member should be advised of his/her right to file a Grievance and instructed to contact Sharp Health Plan Customer Care at 1-858-499-8300 or toll-free 1-800-359-2002, or by email at customer.service@sharp.com.

Providers may occasionally receive Grievances directly from Sharp Health Plan Members. A

Grievance is an indication that a Member is dissatisfied with an aspect of his/her health care and/or the delivery of care. Grievances received by Sharp Health Plan may include complaints about the quality of health care services rendered or Appeals of service denials. Members (or their designees) may call Customer Care or submit their Grievance in writing, via email or fax:

Sharp Health Plan
Attn: Grievance Department
8520 Tech Way, Suite 200
San Diego, CA 92123
Toll-free: 1-800-359-2002
Fax: 1-619-740-8572

If the Member prefers, he/she can complete the Grievance and Appeal Form available on Sharp Health Plan's website: www.sharphealthplan.com/Members/file-a-grievance-or-appeal. Plan Providers are required to make Grievance and Appeal Forms available to Members upon request. Providers may also download a copy of the current form by going to www.SharpHealthPlan.com/for-providers/forms-and-materials. The forms are also available by contacting Sharp Health Plan at 1-858-499-8300 or by email at provider.relations@sharp.com.

(Sample copy of the Member Grievance & Appeal Form on the next page)

Member Grievance & Appeal Form

Purpose

The purpose of this form is to ask Sharp Health Plan to initiate the Grievance or Appeals process.

Instructions

1. You may file a Grievance or Appeal with Sharp Health Plan up to 180 calendar days following any incident that is subject to your dissatisfaction. Your request will be acknowledged within 5 calendar days of receipt, and resolved within 30 calendar days.
2. If you feel this request is urgent in nature, please contact customer care at 1-800-359-2002.
Examples of urgent requests may include:
 - An imminent and serious threat to your health, including but not limited to, severe pain and /or potential loss of life, limb, or major bodily function.
 - A concern related to cancellation, rescission or nonrenewal of coverage.
3. Briefly outline the specific details of the problem and identify when the event(s) occurred.
4. Be sure to sign, date and include a Sharp Health Plan member ID number as well as date of birth.
5. Send this completed form and all relevant documents to Sharp Health Plan. Please keep copies of all items sent to Sharp Health Plan for your records.

Examples of relevant documents may include:

- Statements: Premium billing statement or Provider bills
- Proof of payment: Receipts, a copy of the front and back of a canceled check, or credit card statement
- Correspondence: plan notices or enrollee correspondence

Submit

Please submit the finished form by mail, in person, or fax:



By Mail or in Person:
Attention: Appeals & Grievances
Sharp Health Plan
8520 Tech Way, Suite 200
San Diego, CA 92123



By Fax:
Attention: Appeals & Grievances
619-740-8572

If you believe this case is urgent, call Sharp Health Plan immediately toll-free at 1-800-359-2002.

Patient Information				
First name:		Last name:		Middle initial:
Member ID#:	Plan medical group:	Birth date: MM/DD/YY / /	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other	
Email address:		Daytime phone number: ()	Evening phone number: ()	
Home address:				
City:		State:	ZIP code:	

Mailing address:		
City:	State:	ZIP code:
Subscriber Information (If subscriber is different than patient)		
First name:	Last name:	Middle initial:
Employer:	Plan medical group:	Birth date: MM/DD/YY / /
ID#:	Daytime phone number: ()	Evening phone number: ()
Home address:		
City:	State:	ZIP code:
Mailing address:		
City:	State:	ZIP code:
Provider Information		
Doctor or provider:		Phone number: ()
Address:		
City:	State:	ZIP code:
Description of Concern		
<p>Briefly outline the specific details of the problem and identify when the event(s) occurred. PLEASE BE SPECIFIC. Please include a statement regarding the outcome desired and what you believe the Plan can do to resolve your concern. If you have copies of documents, bills, checks, or other correspondence related to this problem that may help in the investigation and resolution, please include them with this form. If you need more pages to describe the issue, please attach them to this form.</p>		

Date enrollee received notice that coverage was or will end: (if applicable) / /		Are copies of enrollee correspondence with plan attached? (if applicable) <input type="checkbox"/> Yes <input type="checkbox"/> No	
Are copies of proof of payment for the last paid coverage period attached? (if applicable) <input type="checkbox"/> Yes <input type="checkbox"/> No		Are copies of plan notices and correspondence received attached? (if applicable) <input type="checkbox"/> Yes <input type="checkbox"/> No	
Subscriber name: _____	Subscriber signature: _____	Date: ____ / ____ / ____	
Parent / guardian name: _____	Parent / guardian signature: _____	Date: ____ / ____ / ____	
<p>The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at 1-800-359-2002 and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (1-888-466-2219) and a TDD line (1-877-688-9891) for the hearing and speech impaired. The department's Internet Web site http://www.dmhc.ca.gov has complaint forms, IMR application forms, and instructions online.</p>			
<p>I authorize the below named person to act as my representative in the disposition of this grievance. I understand this authorization will automatically expire upon completion of the appeal or grievance filed on my behalf.</p>			
Patient signature: _____		Date: ____ / ____ / ____	
Authorized representative: _____		Relationship to patient: _____	
Home address: _____			
City: _____	State: _____	ZIP code: _____	
 <p>If you need assistance, we're here to help. You can call Customer Care at 1-858-499-8300 or toll-free at 1-800-359-2002. We are available to assist you Monday through Friday, 8 a.m. to 6 p.m.</p>			

Sharp Health Plan's Customer Care Representatives try to answer any questions and/or resolve complaints during the Member's telephone call. Sharp Health Plan encourages all Members to first discuss questions and concerns with their PCP or other Plan Providers involved in their care. If Customer Care and the Provider cannot resolve the concern, the matter is forwarded to the Plan's Appeal/Grievance Department.

Sharp Health Plan will acknowledge receipt of the Grievance within five days, and will send the Member a decision letter within 30 days. If the Grievance involves an imminent and serious threat to the Member's health, including but not limited to, severe pain, potential loss of life, limb, or major bodily function, the Plan will provide a response within 72 hours. In most cases, Plan Providers involved in the Member's care will be contacted by the Plan to request medical records or other information needed to research the Member's Grievance. It is important to respond promptly to such requests, in order to ensure that Grievances are resolved within the timelines established by state regulations. Copies of medical records sent to Sharp Health Plan for an Appeal will be provided to the Member upon request.

Sharp Health Plan understands that there are two sides to every issue, so it is very important for Plan Providers to respond to inquiries about Member Grievances. Sharp Health Plan uses responses from Providers to identify opportunities to educate Members regarding realistic expectations of access, office wait times, appropriate patient–physician and patient–office staff interaction, etc. The responses also highlight opportunities for Sharp Health Plan to work more closely with Providers on interactions that are perceived to be problematic by Sharp Health Plan Member(s) and to work together to improve processes.

All clinical Grievances (those that require a clinical body of knowledge to render a decision) are reviewed by a physician or other appropriately licensed professional. After a decision is rendered, clinical Grievances and the responses to those Grievances are blinded and forwarded to the Plan's Peer Review Committee. The Peer Review Committee reviews Grievances for appropriateness of the resolution and to identify any trends. If the Peer Review Committee determines that additional follow-up is needed, the Plan Provider is notified. If the Committee determines Member care was impacted, the case is also reviewed during the re-credentialing process.

Sharp Health Plan views every Grievance as a chance to improve the experience Members have with Plan Providers and vice versa. Sharp Health Plan asks that each Plan Provider who receives a request from the Plan to respond to a Member Grievance takes the time to document a full response. Each Member Grievance is an opportunity to educate, dispel myths, or raise awareness.

Independent Medical Review (IMR)

If care that is requested for a Member is denied, delayed or modified by the Plan or a Plan Medical Group, the Member may be eligible for an Independent Medical Review (IMR). If the case is eligible for IMR, information about the case will be submitted to an independent “like” medical specialist not affiliated with the Plan who will review the information provided and make an independent determination. If the IMR specialist determines the service should be approved, the Plan will provide coverage for the health care service.

The IMR process is in addition to any other procedures or remedies that may be available to the Member. A decision not to participate in the IMR process may cause the Member to forfeit any statutory right to pursue legal action against the Plan regarding the care that was requested. Members pay no application or processing fees of any kind for IMR. Members have the right to provide information in support of the request for IMR. For cases that are not urgent, the IMR organization designated by the Department of Managed Health Care (DMHC) will provide its determination within 30 days of receipt of the application and supporting documents. For urgent cases involving an imminent and serious threat to health, including but not limited to, serious pain, the potential loss of life, limb, or major bodily function, or the immediate and serious deterioration of health, the IMR organization will provide its determination within seven days.

At the request of the IMR expert, the deadline can be extended by up to three days if there is a delay in obtaining all necessary documentation.

Independent Medical Review is available in the following situations:

Denial of Experimental or Investigational Treatment for Life-Threatening or Seriously Debilitating Conditions

If a service is denied because it is deemed to be an investigational or experimental therapy, the Member may be entitled to request an IMR of this decision. All of the following conditions must be true:

1. The Member must have a life-threatening or seriously debilitating condition. “Seriously debilitating” means diseases or conditions that cause major irreversible morbidity. “Life-threatening” means either or both of the following:
 - a. disease or conditions where the likelihood of death is high unless the course of the disease is interrupted
 - b. disease or conditions with potentially fatal outcomes, where the end point of clinical intervention is survival

2. The physician must certify that the Member has a condition, as described in paragraph 1 above, for which standard therapies have not been effective, or for which standard therapies would not be medically appropriate, or for which there is no more beneficial standard therapy covered by the Plan than the proposed therapy.
3. Either (a) the Plan Physician has recommended a drug, device, procedure or other therapy that he/she certifies in writing is likely to be more beneficial to the Member than any available standard therapies, or (b) the Member or a specialist physician (board eligible or certified) has requested a therapy that, based on documentation from the medical and scientific evidence, is likely to be more beneficial than any available standard therapy.
4. The Member has been denied coverage by the Plan for a drug, device, procedure, or other therapy recommended or requested as described in paragraph 3 above.
5. The specific drug, device, procedure, or other therapy recommended would be a covered service, except for the Plan's determination that the therapy is experimental or investigational.

If there is potential that a Member would qualify for IMR under this section, the Plan will send the Member an application within five days of the date services were denied. To request IMR, the Member should return the application to the DMHC. The treating physician will be asked to submit the documentation described in paragraph 3 above. An expedited review will occur if the physician determines that the proposed therapy would be significantly less effective if not promptly initiated. In such cases, the analyses and recommendations of the experts on the panel will be rendered within seven days of the request for IMR.

Denial of a Health Care Service as Not Medically Necessary

Members may request an Independent Medical Review if the Member believes that health care services have been improperly denied, modified, or delayed by the Plan or one of its contracting Providers. A "disputed health care service" is any health care service eligible for coverage that has been denied, modified, or delayed by the Plan or one of its Plan Providers, in whole or in part, because the service is not medically necessary.

The Plan will provide the Member with an IMR application form with any Appeal findings letter that denies, modifies, or delays health care services because the service is not Medically Necessary. To request an IMR, the Member should return the application to the DMHC. The application for IMR will be reviewed by the DMHC to determine whether the case meets all of the following conditions:

1. The Plan Provider has recommended a health care service as medically necessary;

2. The Member received an Urgent Care or Emergency Service that a Provider determined was Medically Necessary, or the Member was seen by a Plan Provider for the diagnosis or treatment of the medical condition for which the IMR is requested;
3. The disputed health care service has been denied, modified, or delayed by the Plan or a Plan Provider, based in whole or in part on a decision that the health care service is not Medically Necessary
4. The Member filed an Appeal with the Plan and the Plan's decision was upheld or the Appeal remains unresolved after 30 days. If the Appeal requires expedited review, it may be brought immediately to the DMHC's attention. The DMHC may waive the requirement that the Member follow the Plan's Grievance process in extraordinary and compelling cases.

Additional Resources for Members

HMO Help Center

The California Department of Managed Health Care ("Department") is responsible for regulating health care service plans. If a Member has a Grievance against the Health Plan, the Member should first telephone the Plan toll-free at **1-800-359-2002** and use the Plan's Grievance process before contacting the Department. Utilizing this Grievance procedure does not negate any potential legal rights or remedies that may be available to the Member. If the Member needs help with a Grievance involving an emergency, a Grievance that has not been satisfactorily resolved by the Plan, or a Grievance that has remained unresolved for more than 30 days, the Member may call the department for assistance. Members may also be eligible for an Independent Medical Review (IMR). If eligible for an IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The Department also has a toll-free telephone number (**1-888-466-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The Department's website www.dmhc.ca.gov has complaint forms, IMR application forms, and instructions.

Section V: Provision of Professional Services

Plan Provider Responsibilities

Sharp Health Plan relies on Plan Providers to provide high-quality health care service and care in the following manner:

- Provide services only as medically necessary in accordance with generally accepted medical, surgical, and scientific practices and community standards.
- Provide and coordinate continuity of care in the Member's best health interest.
- Maintain quality standards for all health care services.
- Provide all services in a culturally competent manner.
- Ensure that office sites where care is provided is physically accessible to patients with disabilities, has adequate parking, restroom facilities, seating and a well-lit waiting area.
- Ensure office areas where care is provided is maintained clean and orderly at all times.
- Maintain open physician-patient communication regarding appropriate treatment alternatives or when recommending any procedure which Plan Provider deems medically appropriate. The physician communication does not guarantee coverage, as an authorization of said treatment may be required.
- Effectively communicate with Members regarding their health care needs.
- Encourage Members to be active in decisions about their own treatment.
- Be accessible to Sharp Health Plan Members, including emergency access via telephone per section, *Timely Access to Care* standards, below.
- The PMG or physician's office, as appropriate, is responsible for notifying Members when telehealth services are available and responsible for explaining the process to be used to schedule a telehealth visit.
- Members should be notified at the time of scheduling an appointment about any cost-sharing associated with a Telehealth visit.
- Assist Members who may be dissatisfied with his/her health care and/or the delivery of care to report their grievance to the Plan and to make Grievance Forms available to Members upon request. (Refer to Section IV: Member Services – Member Grievance and Appeals).
- Maintain licensures and other applicable credentials as required by law and Plan's policy.
- Verify each Member's eligibility prior to rendering services unless it is an emergency. Refer to Section III: Member Enrollment and Eligibility.

- Cooperate with Sharp Health Plan's Medical Director or designee in the review and supervision of the quality of care administered to Plan Members.
- Respond within the designed amount of time to all requests for information related to potential quality of care issues and/or Peer Reviews.
- Maintain and preserve all records, including but not limited to medical and billing records, as required by law and medical standards.
- Provide medical histories, financial, administrative, and other records of Sharp Health Plan Members as requested by Sharp Health Plan or Sharp Health Plan's designee.
- Actively participate in the Plan's quality and utilization management initiatives.
- Treat all Members with respect and provide health care services without discriminating based on health status, race, religion, color, national origin, gender, age, disability, marital status, sexual orientation, and source of payment or any other unlawful category.
- Notify Sharp Health Plan within five (5) business days of any change in practice, including but not limited to a change of group affiliation, name, address, telephone number, type of practice, willingness to accept new Members, and/or languages spoken.
- Respond within thirty (30) business days to Sharp Health Plan's annual or bi-annual request for affirmative updates, or risk deletion from the Provider Directory.
- Comply with this Provider Manual and the terms of your Agreement.

Role of the Primary Care Physician (PCP)

Primary Care Physicians (PCP) are responsible for providing certain basic health care services to Sharp Health Plan Members. The PCP has primary responsibility for coordinating the Member's overall health care, which may include care planning during the Member's transition of care from one care setting to the next, as well as ensuring the appropriate use of pharmaceutical medications. All Sharp Health Plan Members must choose a PCP or clinic at the time of enrollment, or one will be chosen for them.

The PCP provides primary care, including preventive health care, treatment for acute illnesses, minor accidents, and follow-up care for ongoing medical problems. In addition, the PCP manages all of the health care provided to the Member, such as initiating referrals for specialty care and coordinating follow up after inpatient discharge to assure continuity of care. The PCP's responsibilities include the following services:

- Provide Member's primary health care services.
- Provide coverage 24 hours a day, 7 days a week. (Members are instructed to contact the PCP prior to seeking care in all cases except emergencies. Members should be

referred to the nearest emergency department for Emergency Services and to the nearest contracted Urgent Care facility for Urgent Care Services that cannot be addressed in the PCP's office. PCPs are not responsible for identifying a contracted Urgent Care facility when a Member is outside the Plan's Service Area).

- Refer Members to a participating specialist when specialized care is indicated. Women enrolled in Sharp Health Plan may self-refer directly to an OB/GYN affiliated with the Member's Plan Medical Group for obstetric and gynecologic services.
- Manage behavioral health issues within scope of a PCP.
- For those Members whose requirements are out of scope of a PCP, assist Members with obtaining Behavioral Health care services. Behavioral Health is a self-referral to our network providers, including Psychiatric Care at San Diego (PCSD), LifeStance Health, and Independent Behavioral Health providers. If further assistance is needed, refer Member to Sharp Health Plan Customer Care at 1-858-499-8300 or toll-free 1-800-359-2002.
- Request Authorization for referrals, services, procedures, and medications when required by the Plan.
- Review and incorporate the specialist's documentation into the Member's primary medical record.
- Use contracted network laboratories and radiology services.
- Notify Members of test results and document the notification in the medical record within 72 hours of receipt and acknowledgement of the results.

On-Call Physicians Coverage

The PCP shall provide coverage for Sharp Health Plan Members 24 hours a day, 7 days a week and shall make coverage arrangements with another physician (preferably one who is also contracted with Sharp Health Plan) in the event of the provider's absence. A PCP contracted directly with Sharp Health Plan shall notify the Plan in advance, or as soon as is reasonably possible, of the use of a non-participating physician in a coverage arrangement.

It is the responsibility of the PCP to ensure that the covering physician will comply with the Plan's peer review procedures and accept the fee from Sharp Health Plan as payment in full for services delivered to the Member (except applicable Copayments). Capitated Providers must make arrangements directly with the covering physician for payment of all Covered Benefits provided to Sharp Health Plan Members. Covering physicians must not bill Sharp Health Plan Members for Covered Benefits.

Role of the Specialty and Ancillary Provider

Collaboration between the PCP and specialty or ancillary providers is crucial to achieve continuity of care. When a Member requires or requests specific services, treatment, or

referral for specialty or ancillary services, the PCP is responsible for reviewing the request for medical necessity and referring the Member to the appropriate contracted provider defined by the Member's affiliated PMG or Sharp Health Plan.

The specialty provider may provide treatment authorized by the referral, which may include ordering appropriate lab tests, imaging services, or therapies. Services must be performed at a contracted facility with appropriate authorization, if required. The specialist is responsible for contacting the PMG or Sharp Health Plan for necessary authorizations. The specialist is responsible for documentation of the services provided, including results of any diagnostic studies or procedures and recommendations for treatment or follow-up. The specialist is also responsible for sharing records with the Member's PCP.

Notification of Provider Terminations

Primary Care Physician (PCP)

PCPs contracted directly with Sharp Health Plan should send written termination notifications to the Sharp Health Plan Provider Relations Department via fax at 1-858-408-9444 or email provider.relations@sharp.com to allow for a forty-five (45) day advance notification to Members; unless otherwise noted in the contract. Terminations will be processed for the last day of the month. PCPs affiliated with a Plan Medical Group (PMG) should send term notification to the PMG.

Specialty and Ancillary Provider

Specialty and Ancillary contracted directly with Sharp Health Plan should send written termination notifications to the Sharp Health Plan Provider Relations Department via fax at 1-858-408-9444 or email provider.relations@sharp.com to allow for a forty-five (45) day advance notification to Members; unless otherwise noted in the contract. Members with open authorizations will receive instructions for continuity of care.

Plan Medical Group Practice Termination of Participating Provider

Affiliated providers with a Plan Medical Group (PMG) should send term notification to the PMG and allow Sharp Health Plan for a forty-five (45) day advanced notification to members.

Hospital

It is not necessary for termination dates of Hospitals to be strictly at the end of the month; they are pursuant to the termination provision in the agreement.

Disabled Member Services

The Americans with Disabilities Act (ADA) requires public accommodations, including the professional office of a health care provider, to provide goods and services to people with disabilities on an equal basis as people without disabilities. For inquiries or assistance, please contact Sharp Health Plan Customer Care Department at 1-800-359-2002.

Emergency Services

An Emergency Medical Condition is a medical condition, manifesting itself by acute symptoms of sufficient severity, including severe pain that a reasonable layperson could reasonably expect the absence of immediate attention to result in:

- Placing the Member's health in serious jeopardy;
- Serious impairment to bodily functions; or
- Serious dysfunction of any bodily organ or part

Emergency Services are those covered benefits, including emergency services and care provided inside or outside the service area that are medically required on an immediate basis for treatment of an Emergency Medical Condition.

The PMG shall take into consideration the presenting and discharge diagnosis when reviewing emergency service claims for a potential retrospective denial. The determination is based on a reasonable layperson's determination of an emergency not on the treating provider's assessment. Retrospective denial of services for what appears to the reasonable layperson to be an emergency is prohibited.

Confidentiality and Disclosure of Medical Information

The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule requires all physicians and health care professionals to make reasonable efforts to limit the disclosure of Protected Health Information (PHI), or individually identifiable health information that is transmitted or maintained, in any form or medium. The HIPAA Privacy Rule has established that written Member authorization is required for any use or disclosure of PHI that is not related to treatment, payment or health care operations. The person or entity that is seeking to obtain medical information must obtain authorization from the Member and is to use that information only for the purpose it was requested and retain it only for the duration needed.

Plan Providers shall ensure that their policies and procedures related to HIPAA compliance are up to date. Detailed information can be obtained from the Department of Health and Human Services as well as other resources including the American Medical Association.

Medical Record Standards

Sharp Health Plan medical records standards are measurable and are based on relevant regulatory requirements and evidence-based best practices. These medical record documentation standards promote consistency in practice and support the communication of clinical information among practitioners for continuity and coordination of care. The standards are:

1. All medical record entities must be legible and should establish the stated diagnosis including history and physical findings.
2. The therapies noted should be current therapies.
3. Drug allergies and idiosyncratic medial problems are conspicuously noted.
4. Pathology, laboratory and other diagnostic and screening reports are available.
5. The health professional responsible for each entry is identifiable and each entry is dated.
6. Consultation and progress notes are available.
7. Health care treatment recommendations are noted as having been provided to the patient.
8. Appropriate preventative care is documented.
9. Discussion about advance directives or a copy of the advance directives is in the chart.
10. Two patient identifiers are on each page of the medical record.

Medical records shall reflect the following:

1. All services provided directly by a provider who provides health care services.
2. All ancillary services and diagnostic tests ordered by a provider.
3. All diagnostic and therapeutic services for which a Member was referred by a provider, such as:
 - a. Home health nursing reports
 - b. Specialty physician reports

- c. Hospital discharge reports
- d. Physical therapy reports
- 4. Each provider visit shall include the documentation of:
 - a. Medical history and physical
 - b. Vital signs
 - c. Height and weight measurements
 - d. Allergies and adverse reactions
 - e. Problem list
 - f. Current Medications
 - g. Clinical finding, evaluation and plan for each visit
 - h. Preventive services/high-risk screening

Amendment to Member Medical Record

According to Health and Safety Code section 123111, an adult patient can write an "Addendum" to their medical file and request the file placed in his or her medical record. Patient shall have the right to provide to the health care provider a written addendum with respect to any item or statement in his or her record that the patient believes to be incomplete or incorrect. The addendum shall be limited to 250 words per alleged incomplete or incorrect item in the patient's record and shall clearly indicate in writing that the patient wishes the addendum be a part of his or her medical record. The health care provider shall attach the addendum to the patient's record and shall include the addendum whenever the health care provider makes a disclosure of the allegedly incomplete or incorrect portion of the patient's record to any third party. The new information, signed and dated by the patient, shall be placed in the file and the original information should not be removed.

Confidentiality and Availability of Medical Records

All medical records are required to be organized and stored in a manner that allows easy retrieval. Medical records should be kept in a secure location that allows access to authorized personnel only. Plan Providers and their employees are required to receive periodic training in Member information confidentiality and must sign confidentiality statements. Plan Providers must also have policies and procedures in place to protect and ensure the confidentiality of Member information at all times. In addition, Plan Providers must have a written policy regarding the release of medical records.

Retention of Medical Records

Medical records and patient related data shall be retained in a locked storage area according to the following time periods:

Chart Type	Retention Requirement
Adult Patient	10 years
Minor Patient (< 18 years of age)	Until 1 year after the 18 th birthday, but not less than 10 years
X-rays	10 years

Plan Provider Updates

To keep Provider Directories and Member records current, Sharp Health Plan or the Provider’s affiliated PMG must be notified in writing within five (5) business days of any of the following changes:

- There is a new or additional office location
- There is a new, modified billing or mailing address
- There are new or modified office email addresses
- Provider leaves (terminates), joins another clinic, medical group, including employment by a federally qualified health (FQHC) center or primary care clinic
- Plan Provider specialty or board certification status changes
- Changes in languages spoken, non-English, by provider or in-office staff
- Changes in practice Federal Tax Identification Number (TIN)
- Change in Plan provider’s panel status
- Change in practice name or ownership

Notice of any of the above-mentioned changes and the applicable effective date shall be submitted to the affiliated PMG or if contracted directly to Plan’s Provider Relations to provider.relations@sharp.com. Updates may also be conducted via the Sharp Connect provider portal at www.SharpHealthPlan.com/SharpConnect or by mailed to:

Sharp Health Plan
 Attn: Provider Relations Department
 8520 Tech Way, Suite 200
 San Diego, CA 92123

Tax Identification Number (TIN) Changes

TIN changes shall be submitted in writing in a federal W-9 form (available at the IRS website, www.IRS.gov). Federal guidelines require Sharp Health Plan to have this form before any payments can be made using the new TIN. In some instances, a new agreement between Sharp Health Plan and the Plan Provider may be necessary.

Provider's Panel Status

Primary Care Provider's (PCP) may close their panels to new Members with notice provided within five (5) business days. Notice should be sent to the Provider's affiliated PMG or Sharp Health Plan's Provider Relations Department, if the provider is part of the Independent Network. The closed panel will be noted in the next printing of the Provider Directory and the next scheduled update of the on-line directory. The PCP shall notify Sharp Health Plan or the PMG in writing within five (5) business days when he/she elects to reopen the panel to new Members. If a Plan Provider is contacted by an enrollee or potential enrollee seeking to become a new patient and the Plan Provider is not accepting new patients, the Plan Provider or his/her staff Member shall direct the enrollee or potential enrollee, to both the Plan for additional assistance in finding a provider with an open panel or to the Department of Managed HealthCare (DMHC) to report any inaccuracy with the Plan's directories.

Provider's Response to Directory Verification Inquiries

Sharp Health Plan will contact provider groups annually (on March 31st) and independent providers bi-annually (on April 30th and October 31st) to validate provider information listed in the Plan's directories. Providers must attest within thirty (30) business days of the original request, even if there are no changes or risk deletion from the next edition of the Provider Directories. Failure to respond to the request may result in delay in payment. The Plan will notify Providers within ten (10) days prior to deletion from the directory, but will revoke the action in the Plan Providers responds within the ten (10) day notification period.

Credentialing Program

Credentialing and re-credentialing files are processed by Sharp Health Plan's NCQA-certified Credentials Verification Organization, Gemini Diversified Services, Inc. (GEMINI). Final credentialing approval is coordinated through Sharp Health Plan's Peer Review Committee, under the guidance of the Chief Medical Officer. Sharp Health Plan retains the right to approve, suspend, and terminate individual Plan Providers and sites. The Sharp Health Plan process meets the California State and NCQA credentialing requirements.

Credentialing

Sharp Health Plan or a delegated entity credentials all providers. Providers must meet the Plan criteria for acceptance and are required to maintain compliance with all standards as a condition for continued participation.

To begin the credentialing process, Providers are required to submit a completed signed California Participating Physician Application with the following attachments:

- Licensure to practice
- Addendums A, B, and F
- DEA certificate
- Proof of professional liability insurance
- An explanation of malpractice suits filed against the Provider to include case number; court number; a brief narrative case summary of the charge, facts, status, and outcome
- A signed release granting the Plan access to records of any medical society, medical board, college of medicine, hospital, or other institution, organization, or entity that does or may maintain records concerning the applicant
- A signed statement by the Provider at the time of application regarding any physical or mental health problems, any history of substance abuse, history of loss of license and/or felony convictions, and/or history of loss or limitation of privileges or disciplinary actions
- Work history with explanation of any gaps in employment that exceed 6 months

The Plan-contracted NCQA-certified Credentials Verification Organization, Gemini Diversified Services, initiates the credentialing process and completes the primary source verification in accordance with NCQA standards and other pertinent information supplied or collected during the application process.

Provider Rights during Credentialing

The following rights apply to providers during the credentialing process.

1. The right to review information submitted to support an application.

Providers and applicants have the right to review information obtained from outside sources, such as malpractice insurance carriers or state licensing boards, to support their credentialing application. Sharp Health Plan's credentialing verification services delegate (Gemini) is not required to make available information obtained from references, recommendations or peer-review protected information.

2. The right to correct erroneous information.

If information is obtained during the credentialing process that varies substantially from the information submitted by the provider, Sharp Health Plan or Gemini notifies the provider of the discrepancy via certified letter. The applicant is notified by the credentialing specialist in writing within 30 calendar days of receipt of the discrepant information. The notification includes a description of the discrepancy, the source of the information as appropriate and the provider's right to correct erroneous information submitted by another party. Sharp Health Plan and/or Gemini is not required to reveal the source of information that was not obtained to meet verification requirements or if federal or state law prohibits disclosure.

3. The right to receive status of a credentialing or re-credentialing application, upon request.

Providers and applicants are notified of the right to receive status information from a statement on the provider application stating requests may be made in writing or by telephone. The Gemini staff responds to requests in writing within 10 business days after the receipt of the request. The response to Providers does not include disclosure of information prohibited by law, references, recommendations or other information that is peer-review protected.

The credentialing information is presented to the Peer Review Committee for review and approval. The Peer Review Committee meets quarterly. Providers are notified in writing of the Peer Review Committee's decision. Final credentialing approval is granted by the Sharp Health Plan Board of Directors, which also meets on a quarterly basis.

No applicant is automatically entitled to participate with the Plan via participation with a Medical Group or professional organization, via board certification or via staff Membership or privileges for a particular health facility or practice setting.

Standards and Guidelines

At a minimum, the following requirements must be met for the Plan to consider acceptance of the applicant for participation in the Plan's network:

- Acceptable compliance with general guidelines
- A participation agreement in the form prescribed by the Plan and signed by the provider
- The physician applicant has not been rejected or terminated by the Plan within the previous twelve (12) months
- No felony, misdemeanor convictions nor evidence of committing other act involving moral turpitude, dishonesty, fraud, deceit, or misrepresentation
- Unrestricted license to practice in California

- Use of Plan facilities for his/her regular practice and routinely makes rounds at participating facilities. If the physician does not have privileges at a Plan Hospital, he/she must have formal admitting arrangements with a Plan Provider who does.
- Listing of office locations, names, and addresses of associates in the practice of medicine or osteopathy, and any physician or other Plan Provider who provides on-call services.

Additionally, Primary Care Physicians (PCPs) and specialty physicians are required to meet the following standards to be considered for participation in the Plan's network:

- Current unrestricted license to practice medicine or osteopathy in California
- Current, valid federal Drug Enforcement Agency (DEA) certificate
- Current staff Membership, clinical privileges, and admitting privileges granted by a Plan hospital within the service area or arrangements with a Plan provider who has such privileges
- Graduation from medical school and completion of a residency for MDs and DOs. (An exception may be made for a Provider who has only completed a rotating internship, if the Provider agrees to be classified as a General Practitioner and practices in an underserved area of the county.)
- Documentation of board certification (if applicable). Physicians will provide ongoing documentation of certification, at the time of application and at a minimum of every three years thereafter, by the appropriate Board for physician specialty or of active and current involvement in the Board certification and examination process.
- Professional liability insurance policy of not less than \$1,000,000 per incident and \$3,000,000 per year
- Twenty-four hour-a-day coverage for all Plan Members with another participating Primary Care Physician or with another Plan Provider who agrees to abide by the guidelines of the Plan
- PCPs must be able to perform the following in the office setting:
 - EKG (pediatric offices as appropriate)
 - Office gynecology including routine pelvic and pap smears (pediatric office excepted)
 - Blood draws (not applicable if using national lab contract)
 - Minor surgery to include incision and drainage of abscess and suture of superficial lacerations
- Availability and accessibility to include:
 - Minimum of 20 hours each week of regularly scheduled office hours for treatment of Members for a one-physician practice and minimum of 30 hours for a practice of two (2) or more physicians
 - Response time to calls not greater than 30 minutes after notification
 - Ability to accept a minimum of 250 new Members at time of application

- No more than an average of five patients scheduled and seen each hour for routine office visits for adult medicine and six (6) patients per hour for pediatrics
- Compliance with state continuing education requirements
- Absence of felony convictions, sound moral character, and in good professional standing in the community
- Provision of quality, appropriate, and timely care
- Supportive of the philosophy and concept of managed care and of Sharp Health Plan
- Good standing with Centers for Medicare and Medicaid Services (CMS) in any state in where they have been licensed.

Delegated Credentialing/Re-Credentialing

Sharp Health Plan delegates credentialing/re-credentialing to the following entities: Sharp Rees-Stealy Medical Group, Greater Tri-Cities IPA, Primary Care Associates Medical Group, Sharp Community Medical Group, Psychiatric Centers at San Diego, LifeStance Health, Rady Children's Health Network and Family Health Center of San Diego. Delegation status is granted only to entities that perform the credentialing/re-credentialing activities according to NCQA standards. Annual credentialing delegation oversight audits are conducted by Sharp Health Plan or by NCQA-accredited health plans in California via the Industry Collaborative Effort (ICE) shared delegation oversight credentialing audit process.

Credentialing Appeals Process

Sharp Health Plan's appeal process allows for adverse credentialing decisions to be discussed and understood, and for any errors to be corrected. This process ensures Providers will be treated fairly and uniformly.

Re-Credentialing

According to NCQA standards, review of credentials for re-credentialing plan providers is performed no less than every three (3) years. Re-credentialing applications are distributed approximately six (6) months prior to the re-credentialing period is to expire. The Plan or Credentialing Verification Organization (CVO) can take up to 45-90 days to process a re-credentialing application. In order for a provider to keep the application on active status, the provider must supply the needed information within three (3) months prior to their re-credentialing date. Providers who fail to respond will be considered "non-responders" and can result in termination from the Sharp Health Plan network.

Plan Providers are responsible for producing adequate information for a complete evaluation of experience, background, training, and ability to perform as a clinician without limitations, including physical and mental health status as allowed by law. Sharp Health Plan uses a universal reapplication and only information that may have changed since the last credentialing will be requested.

Please contact Sharp Health Plan's Provider Relations Department at 1-858-499-8330 or provider.relations@sharp.com for a complete copy of the Plan's Provider credentialing policy or for answers to questions regarding the credentialing process.

Notifications to Authorities and Plan Provider's Appeal Rights

In the event that, through a formal peer review process, an adverse action is taken against clinical privileges for contracted health care practitioners, Sharp Health Plan will report such adverse action to the Medical Board of California (MBC) and the National Practitioner Data Bank (NPDB) in accordance with the Plan's policies and procedures, as well as applicable state and federal law. Sharp Health Plan will also report health care related civil judgments and other adjudicated actions or decisions against network health care practitioners, providers or suppliers to the NPDB, in accordance with the Plan's policies and procedures, as well as applicable state and federal law. Sharp Health Plan will promptly notify affected practitioners, providers or suppliers in the event of such reporting, and in the case of adverse actions, will include information on appeal rights in these communications in accordance with the Plan's policies and procedures, as well as applicable state and federal law.

Accessibility and Timeliness Standards to Care

Appropriate and timely access to health care services for Members is a primary concern of Sharp Health Plan. Each office is required to provide a sufficient number of available appointments and adequate telephone capabilities to serve the needs of the Members assigned to that office. Provider locations must be accessible to Members during posted hours of business. Plan Providers shall not unlawfully discriminate against any Member based on factors including, but not limited to, race, religion, color, national origin, gender, age, disability, marital status, sexual orientation, or source of payment.

Access standards have been developed to ensure that all health care services are provided in a timely manner. These standards are based on community norms and required by law under California Health and Safety Code Section 1367.03 and Title 28 of the California Code of Regulations rule 1300.67.2.2.

Number and Distribution of Primary Care, Specialist, Ancillary Providers and Hospitals

The Plan maintains a sufficient network of providers and facilities throughout its service area to meet the primary, specialty, ancillary, mental health, inpatient and emergency

service needs of Plan Members through contracting or referral to ensure timely and geographic accessibility in compliance with the Department of Managed Health Care (DMHC) and the following access standards:

1. Primary Care Physicians (PCPs):
 - a. One PCP per 2,000 Members
 - b. One PCP within 30 minutes or 15 miles of a Member's residence or workplace
 - c. Access threshold is 95%
2. High Volume and High Impact Specialists (SPC):
 - a. One SCP per 5,000 Members
 - b. One Obstetric/Gynecologist per 2,000 Members
 - c. One SCP within 30 minutes or 15 miles of a Member's residence or workplace
 - d. Access threshold is 95%
3. High Volume Behavioral Health (BH) Practitioners:
 - a. One Psychiatrist per 2,000 Members within 30 minutes or 15 miles of a Member's residence of workplace
 - b. One Psychologist per 15,000 Members within 30 minutes or 15 miles of a Member's residence of workplace
 - c. One Licensed Clinical Social worker (LCSW) per 10,000 Members within 30 minutes or 15 miles of a Member's residence of workplace
 - d. One Marriage Family Therapist (MFT) per 3,000 Members within 30 minutes or 15 miles of a Member's residence of workplace
 - e. One Alcohol or Other Drug Addiction (AODA) Counselor per 2,000 Members within 30 minutes or 15 miles of a Member's residence of workplace
 - f. Access threshold is 90%
4. Hospitals: A contracted hospital with capacity to serve the entire Plan Member population including emergency services shall be available within 30 minutes or 15 miles of a Member's residence or workplace.
5. Ancillary Providers: Ancillary services shall be available at locations within a reasonable distance from a Member's PCP.

Primary Care Physician (PCP) Appointments

Members are instructed through the Member Handbook and new Member orientation calls from Customer Care Department to contact their PCP and schedule an introductory appointment and health assessment. The PCP shall ensure timely access to visits for Plan Members. If the need for specialty care arises, the PCP is responsible for coordinating all services that fall out of the PCP's scope of practice.

Timely Access to Care

Sharp Health Plan monitors compliance to the access standards through a variety of means. Monitoring methods may include annual mystery caller audits, appeals and grievances, access surveys, and wait-time studies. Plan Providers will be monitored annually for access to health care, and monitoring results will be shared with the Provider. If deficiencies are identified, Plan Providers will be asked to respond to a Notice of Non-Compliance to ensure compliance with Plan standards.

Sharp Health Plan is obligated under California law to provide or arrange for timely access to care. Plan Provider shall provide appointments and telephone screening services to Sharp Health Plan’s Members according to the following guidelines:

Appointment Wait Times

Urgent Appointments	Maximum wait time after request
No prior authorization required	48 hours
Prior authorization required	96 hours

Non-Urgent Appointments	Maximum wait time after request
PCP (Excludes preventative care appointments) Mental health care physician (Psychiatrist)	10 business days
Non-physician mental health care provider (e.g. psychologist or therapist)	10 business days
Specialist (Excludes routine follow-up appointments)	15 business days
Ancillary services (e.g. x-rays, lab tests, etc. for the diagnosis and treatment of injury, illness, or other health conditions)	15 business days

Exceptions to appointment wait times

Plan Provider may extend the wait time for an appointment if Plan Provider has determined and noted in the Member’s record that a longer wait time will not be detrimental to the

Member's health.

Plan Provider may also schedule appointments in advance for preventative and periodic follow up care services (e.g. standing referrals to specialists for chronic conditions, periodic visits to monitor and treat pregnancy, cardiac, or mental health conditions, and laboratory and radiological monitoring for recurrence of disease), consistent with professionally recognized standards of practice, and exceed the listed wait times.

Telephone Wait Times

Service	Maximum wait time
Triage or screening services (24 hours/day and 7 days/week)	30 minutes

Interpreter services at scheduled appointments

At scheduled appointments, Sharp Health Plan provides free interpreter services for Members whose primary language is not English. Plan Providers may request interpreters by calling Sharp Health Plan's Dedicated Provider Line 1-844-483-9014.

Plan Providers must make requests for face-to-face interpreting services at least three (3) days prior to the appointment date. However, even with advance notice, face-to-face interpreters for some languages may not be available. In the event that an interpreter is unavailable for face-to-face interpreting, Customer Care can arrange for telephone interpreting services. Please call Sharp Health Plan at 1-858-499-8300 or 1-800-359-2002 to arrange for timely language assistance services for our Member.

Concerns about timely referral to an appropriate provider

If a Member is unable to obtain a timely referral to an appropriate provider, the Plan Provider or Member may contact Customer Care at 1-800-359-2002 for assistance.

They may also contact the Department of Managed Health Care to file a complaint about a timely referral to an appropriate provider: 1-888-466-2219.

Standards for Office Wait Times

The maximum wait time for the following services should be:

Office Wait Time	Maximum wait time
PCP and Specialty	Within 30 minutes

After-Hours Telephone Access for Primary Care Physicians and Behavioral Health Practitioners

Sharp Health Plan requires PCP and Behavioral Health (BH) practitioners or designees to be available so that assigned Members have access to urgent and emergency care 24 hours per day, 7 days per week. Plan Providers must maintain 24 hour, 7 day per week telephone access capability to provide immediate response to emergency inquiries by Members. Plan providers must maintain a procedure for triaging or screening Member telephone calls which includes 24/7 employment of a telephone answering system, answering service and/or office staff that will inform the caller of the following:

- Regarding the wait time for a return call from the Provider, and
- How the caller may obtain urgent or emergency care, including how to contact another Provider who has agreed to be on call to triage by phone or, if needed, deliver urgent or emergency care.

Emergency Instructions

Every Member that calls a PCP's office after normal business hours shall first receive the following emergency instructions, regardless of whether a line is answered by a person or by recording:

- Hang up and dial 911, or
- Go to the nearest emergency room, or
- Hang up and dial 911 or go to the nearest emergency room.

Non-Emergency Instructions

Members who reach a recording at the PCP's office and have non-emergency situations that cannot wait until the next business day should receive the following instructions:

- Stay on the line to be connected to the doctor on call.
- Leave a name and phone number for a call back from a physician or qualified health care professional within thirty (30) minutes.
- Call the PCP at another number.

The waiting time for a Member to speak by telephone with a physician, registered nurse, or other qualified health professional acting within his or her scope of practice and who is trained to screen or triage a Member who may need care, may not exceed 30 minutes.

Documenting Telephone Calls

All Members telephone calls shall be documented on a phone message form or within an electronic health record, with the response given documented on the same form.

Documentation of phone calls must be affixed to the progress notes and become a permanent part of the medical record. At a minimum, the phone message record shall include:

- Member name
- Date and time of call
- Member's question/concern
- Advice/response provided
- Signature of individual who triaged the call

Behavioral Health (BH) Telephone Access

Behavioral Health providers will maintain access to BH screening and triage to ensure that Members reach a non-recorded voice within 30 seconds. Telephone abandonment rates shall not exceed five percent (5%) at any time. Calls must be returned by a psychiatrist or qualified behavioral health care professional within 30 minutes.

Failed Appointments

Failed appointments are those where a Member does not arrive for a scheduled medical appointment, either with or without notice from the Member. Failed appointments shall be documented in the Member's medical record according to the PMG's or Plan Provider's written policy and procedure, with provisions for a case-by-case review of Members with repeated failed appointments.

Some Plan Providers have established a missed-appointment fee for their patients. Sharp Health Plan reserves the right to review and approve such policies. Plan Providers shall demonstrate that Members were notified in advance regarding missed appointment fees and shall waive such fees under extenuating circumstances. Sharp Health Plan does not reimburse Plan Providers for missed appointment fees.

Provider-Initiated Member Dismissal

Rarely, a Plan Provider cares for a Member who is disruptive or excessively difficult. However, in these instances, Plan Providers can contact Sharp Health Plan's Dedicated Provider Line at 1-844-483-9014 to request assistance with difficult Members. Plan Providers are obligated to provide medically necessary care and access to services for as long as the Member requires medical care, or until the relationship is ended appropriately. A Member

may not be dismissed or denied care due to diagnosis, health status/needs, or language barriers. To dismiss a Plan Member, Plan Providers must follow Sharp Health Plan's policy as outlined below.

Independent Network Providers

Independent Providers must submit a request to the Sharp Health Plan Provider Relations Department before dismissal of a Member. SHP will assist Independent Plan Providers in reassigning Members to a new Primary Care Physician (PCP) in a timely manner.

Plan Medical Groups

When a patient-physician relationship is irreparably damaged, delegated Plan Medical Groups (PMG) should make every attempt to reassign the Member to another PMG Provider within their network and notify the Plan of the change within five (5) business days. If multiple attempts to reassign the Member to a different Primary Care Physician (PCP) within the PMG network fail, the PMG must submit a [Member Dismissal Form](#) to SHP in order to have the Member dismissed and reassigned to another Sharp Health Plan Provider.

Member dismissal will be considered under the following circumstances:

- Member is non-compliant with recommended treatment plans to the extent that Member's health is endangered.
- Member demonstrates verbally abusive behavior toward the physician, ancillary or administrative office staff, or to other Plan Members.
- Member physically assaults a Plan Provider, staff Member, or Plan Member, or the Member threatens any individual with any type of weapon on Plan or Provider premises, or verbalizes the intent to cause bodily harm. In such cases, appropriate charges should be brought against the Member, and a copy of the police report submitted along with the request.
- Member is disruptive to provider or Plan operations with potential for limitations on access to care by other Members.
- Member habitually uses non-contracted providers for non-emergency services without required authorization.
- Member refuses to meet financial obligations such as copayments or coinsurance.
- Member attempts to fraudulently obtain health care services, including allowing others to use the Member's Plan identification card to receive services.

The Member Dismissal Process

The Member dismissal process is as follows:

- The PMG should counsel the Member about the conflict or problem prior to requesting dismissal. Counseling should include written education that conveys a clear set of instructions, the compliance requirements, and the consequences, if any, for not following the instructions, placing responsibility for compliance directly on the Member.
- The PMG requests authorization to dismiss the Member from the panel by faxing a completed [Member Dismissal Request Form](#) to the attention of the Provider Relations Department at 1-858-408-9444. A copy of the form can be found on subsequent pages of this document. The PCP should not initiate dismissal communication with the Member prior to the determination.
- The [Member Dismissal Form](#) should be completed and submitted to Sharp Health Plan for approval by the Sharp Health Plan Chief Medical Officer. The form must be completed in full and include supportive documentation detailing the situation prior to any Member termination. Supporting documentation may be in the form of copies of medical records, office notes, etc., and may include:
 - Pertinent dates
 - Documentation of conversations
 - Billing statements, including amount due, letters advising Members to pay their bill;
 - Documentation of previous attempts to educate Member regarding noncompliance with recommended treatment plans or office practices.

Sharp Health Plan will request additional documentation from the Plan Provider, if necessary. Requests must be fulfilled within five (5) business days. If requests for additional documentation are not fulfilled within this timeframe, the dismissal request will be denied.

Approval/Denial of Dismissal Requests


The process for approvals and/or denials is as follows:

- If the dismissal request is denied, the PMG will receive written notification of the decision within 30 days of Sharp Health Plan's receipt of all supporting documentation.
- If the dismissal request is approved, the PMG will receive written authorization to dismiss the Member within 30 days of Sharp Health Plan's receipt of all supporting documentation.
 - After the PMG receives authorization from Sharp Health Plan to dismiss the Member, the provider has five (5) business days to provide written notification to the Member and to send a copy of such notice to Sharp Health Plan.

- The notification must include the reason for the dismissal, and must not occur before authorization is received from Sharp Health Plan. Members cannot be terminated or service refused at any point during this process.

Sharp Health Plan will not contact the Member for reassignment until Sharp Health Plan has received a copy of the dismissal letter sent to the Member by the Plan Provider. If Sharp Health Plan does not receive a copy of the dismissal letter within ten (10) business days following Sharp Health Plan's approval to dismiss, the dismissal becomes invalid. The PMG can initiate the process again, if they wish to pursue the dismissal. The Plan Provider is required to provide treatment and access to services until the Member selects a new PCP or a new PCP has been assigned. When a PCP dismisses a Member, all referral authorizations for that Member will be invalidated. The Member must contact the new PCP to obtain new referrals and authorizations.

Member Dismissal Request Form

	
Sharp Health Plan Member Dismissal Request Form	
<p>This form is to be used by a Plan Provider's office to request dismissal of a current Member assigned under a Sharp Health Plan policy. Please include all supporting details and documentation for dismissal along with this request form and send by fax, or mail, to:</p>	
FAX: Provider Relations (858)408-9444	MAIL: Sharp Health Plan Attn: Provider Relations 8520 Tech Way, Suite 200 San Diego, CA 92123
PROVIDER INFORMATION	
Provider Name	
Medical Group Name	
Telephone #	Fax #
Signature	
Print Name	
Print Role/Title	
Dismissing from entire group? (Y/N)	
MEMBER INFORMATION	
Member Name	
ID Number	
Date of Birth (MMDDYYYY)	
REASON FOR DISMISSAL	
<input type="checkbox"/> Irreparable damage to the physician-patient relationship <input type="checkbox"/> Financial <input type="checkbox"/> Fraud	<input type="checkbox"/> Non-compliant <input type="checkbox"/> Abusive or threatening <input type="checkbox"/> Other (specify below) _____ _____
***** For Sharp Health Plan ONLY *****	
Date dismissal request received	
Date all supporting documentation received	
Date review completed by Sharp Health Plan OMO	
Date Sharp Health Plan decision sent back to PCP	
If Dismissal is authorized	
Member must elect new PCP by this date	
Date forwarded to Customer Care Department	

Culturally and Linguistically Appropriate Services

Effective January 1, 2009, California law (Section 1367.04 of the California Knox-Keene Act and Section 1300.67.04, Title 28, California Code of Regulations) requires that health plans establish a Language Assistance Program (LAP) for Members with Limited English Proficiency (LEP). Under this law, contracted providers are required to cooperate and comply with Sharp Health Plan's LAP by facilitating LEP enrollment to access LAP services. Sharp Health Plan provides the following language assistance services at no cost to the Member:

1. Linguistic Matching: Members who do not select a Primary Care Physician are automatically assigned to a PCP based on identified language need and geography.
2. Access to Interpreters: Plan Providers may request interpreters for Members whose primary language is other than English by calling Sharp Health Plan at 1-858-499-8300 or toll free at 1-800-359-2002. The Customer Care Representative will request the following information:
 - Member demographics, including name, Member identification number, age, sex, language, and country of origin (to determine the appropriate version of the requested language)
 - Plan Provider information, including appointment date and time, office location, physician's name and phone number, and type of appointment (e.g., OB/GYN, well-care, etc.)
 - Requests for face-to-face interpreting services must be made at least three (3) days prior to the appointment date. In the event that an interpreter is not available for face-to-face interpreting, Sharp Health Plan can make arrangements for telephone interpreting services.
3. Translation of Written Material: Written informational material including the Member handbook, form letters, Member newsletters, and medical care reminders are translated into Spanish and other languages as requested, at no cost to the Member. Please inform our Member's that they may request such translated materials by calling Sharp Health Plan at 1-858-499-8300 or toll-free 1-800-359-2002.
4. Notices Available from the Department of Managed Health Care: Informational notices explaining how Members may contact Sharp Health Plan, file a complaint with the Plan, obtain assistance from the Department of Managed Health Care (DMHC) and seek an Independent Medical Review are available in non-English languages through the Department's website. The notice and translations can be obtained online at www.dmhc.ca.gov for downloading and printing. In addition, hard copies may be requested by submitting a written request to:

Department of Managed Health Care
Attention: HMO Help Notices
980 Ninth Street, Suite 500
Sacramento, CA 95814

Provider Responsibilities for Cultural and Linguistic Services

Health care providers are responsible for ensuring that Members fully understand their diagnosis and treatment guidelines regardless of their preferred language. In order to ensure that all LEP Members receive appropriate access to Covered Benefits, Plan Providers are expected to comply with federal and state requirements regarding cultural and linguistic services. It is not permissible to turn a Member away or limit participation because of language barriers, to subject a Member to unreasonable delays due to language barriers, or to provide services to LEP Members that are lower in quality than those offered in English.

Following the tips below will help Providers and their staffs communicate effectively with Limited English Proficient (LEP) Members and ensure compliance with federal and state regulations:

- Prior to meeting with a Member, look to see if a Member's language needs have been documented in the file.
- Document Members' language requirements in medical charts.
- Inform Member of their right to interpreter services, at no cost to the Member, even when a Member is accompanied by a family Member or friend who can provide interpretation services. Document all requests and refusals in Members' charts.
- Remember that a Member should never be required to bring his or her own interpreter, and a Member's family Members should not be encouraged to serve as interpreters. In addition, minors should not be used as interpreters.
- To decrease the wait time and to provide timely access to care, arrange for interpreting services at the time appointments are made.
- Post signs in appropriate languages informing Members of the availability of free interpreter services.
- Inform Members that they may call Sharp Health Plan to request translated documents at no cost to the Member and to register their preferred languages with the Plan.
- Provide periodic training to office staff on cultural competency and use of interpreters.
- Call Customer Care at 1-858-499-8300 if you need assistance providing language assistance services (interpretation, translated documents, etc.) for any of your Sharp



Health Plan Members.

For additional information or resources about Sharp Health Plan's Language Assistance Program, contact Provider Relations at 1-858-499-8330 or provider.relations@sharp.com or visit the "Language Assistance" link on the Provider page at www.SharpHealthPlan.com.

Section VI: Utilization Management

Utilization Management Program

Sharp Health Plan’s Utilization Management (UM) Program ensures Medically Necessary services are rendered at the appropriate level of care in a timely and cost-effective manner. UM Program activities include prospective (before), concurrent (during) and retrospective (after) review of medical care and services as well as assistance for appropriate discharge planning. Sharp Health Plan may delegate UM activities to qualified Plan Medical Groups (PMGs) which meet specific regulatory requirements.

All UM decision-making is based solely on the appropriateness of care and existence of coverage. Neither Sharp Health Plan nor a PMG shall reward providers or other individuals for issuing denials of coverage for care or services. There are no financial incentives for UM decision makers to encourage decisions that result in underutilization.

Sharp Health Plan and its delegated PMGs require all Authorization requests to be screened by qualified health professionals using decision-making criteria that are objective and based on accepted medical evidence. Medical necessity criteria must be reviewed annually and updated as appropriate. Medical necessity criteria must be available to Plan Providers and Members upon request. Services not meeting standard medical necessity criteria are forwarded to the Medical Director or physician designee for review.

The following PMGs are delegated by Sharp Health Plan for UM functions. Please contact the PMG directly for information regarding referral and authorization requests and requirements.

PMGs	Phone	Fax/Out-of-Network (OON)
Greater Tri-City IPA	1-760-941-7309 1-877-207-7600	1-760-941-7332 OON Coastal Hospitalists 1-760-988-2499
Primary Care Associates Medical Group (PCAMG)	1-760-542-6757	1-866-321-1465 OON Coastal Hospitalists 1-760-988-2499
Rady Children’s Health Network (CPMG)	1-858-309-6270	1-858-309-7977

PMGs	Phone	Fax/Out-of-Network (OON)
Sharp Community Medical Group (SCMG)	1-858-499-2550 1-877-518-7264	1-858-636-2227 OON 1-858-636-2210
SCMG Arch Health Partners	1-858-675-3200	1-858-636-2227
SCMG Graybill & Graybill Temecula	1-760-291-6615	1-760-291-6647
SCMG Inland North	1-858-499-2550	1-858-636-2214
Sharp Rees-Stealy Medical Group (SRS)	1-858-499-2600	1-858-499-5956 OON 1-858-636-2210

Referral and Authorization Process

Medical and Behavioral Health Services

Prior Authorization requests for medical services not handled by the Member’s Plan Medical Group (PMG) and behavioral health services, referrals and notifications to Sharp Health Plan may be submitted via fax at 1-619-740-8111. You may find the prior authorization form located on Sharp Connect, our provider portal. If you are not yet signed-up for this easy-to-use and secure on-line resource, please contact Sharp Health Plan Provider Relations at 1-858-499-8330 or email provider.relations@sharp.com.

Prior Authorization forms are also available on www.SharpHealthPlan.com/for-providers/forms-and-materials. Urgent requests may be submitted via fax or by calling Customer Care at 1-858-499-8300 or toll-free at 1-800-359-2002.

PLEASE NOTE: Pharmacy authorization requests must be sent directly to our Pharmacy Benefit Manager (PBM). Refer to Section VII of this guide – Pharmacy Benefit Services.

The Prior Authorization Guide for providers contracted directly with Sharp Health Plan is available on www.SharpHealthPlan.com/for-providers/utilization-management and outlines two different types of referral processes for covered services:

Direct Referral

Referral, authorization or notification to Sharp Health Plan is NOT required. Services must be medically necessary and ordered by the Member’s PCP or Sharp Health Plan contracted

specialist, and services must be referred from and provided by a Member's Network Plan contracted Provider. No referral form or referral number is required for Direct Referrals.

Prior Authorization Required

Prior Authorization is the process of evaluating medical services prior to the provision of services in order to determine Medical Necessity, appropriateness, and benefit coverage. Services requiring Prior Authorization should not be scheduled until a Provider receives approval from Sharp Health Plan. Sharp Health Plan reserves the right to deny payment for authorized services if it is determined that inaccurate information was provided to support the Authorization request. Requests should be submitted by the requesting provider via Sharp Health Plan's online referral management system.

Requests must be accompanied by all pertinent medical records and supporting documents to avoid unnecessary delays. Medical information, including but not limited to the following, should accompany all prior authorization requests, as appropriate (the records should also be provided to the "refer to" Provider to ensure that consulting physician has all pertinent clinical information prior to a Member visit:

- Medical history related to the diagnosis
- Results of any diagnostic tests previously performed (including lab and radiology reports)
- Consultation reports related to the diagnosis from other physicians
- Information on referrals pending for other Providers

Experimental/investigational services are not a Covered Benefit. Providers may submit a completed Prior Authorization request to Sharp Health Plan to determine whether a requested service is considered experimental or investigational.

Certain services require a Service Specific Prior Authorization form. These forms are available under the Provider Forms section of the Provider page on www.sharphealthplan.com/for-providers/forms-and-materials. Prior authorization requests may be faxed to 1-619-740-8111. Urgent requests may be submitted via fax or by calling Customer Care at 1-858-499-8300 or toll-free at 1-800-359-2002.

Please note: "Second opinion consultation only" Prior Authorizations allow the specialist only one authorized patient visit. No labs, imaging, procedures or other services are included in the authorization for second opinion, unless specifically approved.

Utilization Review

Sharp Health Plan's UM staff uses a wide range of approved criteria, guidelines, and reference tools to assist in the review of medical necessity including, but not limited to, in the following sequence:

- Member Handbook
- Magellan Care Guidelines MCG (formerly Milliman Care Guidelines)
- National Comprehensive Cancer Network (NCCN)
- Hayes Technology Assessment Criteria
- Recognized Standards of Care from National Professional Organizations
- Peer Reviewed Published Articles

Sharp Health Plan makes medical necessity determinations for behavioral health services by applying the most recent criteria and guidelines developed by the Nonprofit Professional Association for the relevant clinical specialty when conducting utilization review of treatment of mental health and substance use disorders.

More information on Sharp Health Plan's medical necessity criteria can be found at:

- American Society of Addiction Medicine (ASAM): asam.org
- Level of Care Utilization System (LOCUS): locusreporter.com
- Child & Adolescent Level of Care Utilization System (CALOCUS): locusreporter.com
- Early Childhood Service Intensity Instrument (ECSII): aacap.org
- World Professional Associations for Transgender Health (WPATH): wpath.org

Medical policies utilized by the Sharp Health Plan's UM Department in the evaluation of requests for Authorization may be accessed through the [Sharp Connect provider portal](#).

Contact Information

- Sharp Health Plan Utilization Management staff is available 8 a.m. to 5 p.m. Monday through Friday to answer questions from Providers and Members regarding Utilization Management issues.
- After office hours, Providers may call Customer Care at 1-858-499-8300 or toll-free 1-800-359-2002 to be transferred to Sharp Nurse Connection for Urgent medical requests or to CVS Health for Urgent prescription drug requests.
- Callers also have the option of leaving a voice mail message for return call by the next business day.
- Sharp Health Plan staff will identify themselves by name, title and organization name

when making inbound or outbound calls about Utilization Management issues.

- The toll-free number 1-800-359-2002 is available 24 hours a day; 7 days a week to accept collect calls regarding Utilization Management issues.
- Language Assistance is available through our toll-free Customer Care line at 1-858-499-8300 or toll free at 1-800-359-2002.

Prior Authorization Review Time Lines

Sharp Health Plan and its delegated PMGs are required to provide prompt and timely decisions on Prior Authorization requests appropriate to the Member's condition. Determinations are made based upon the established Industry Collaboration Efforts (ICE) standards for turnaround times. Determinations for routine requests are not to exceed five business days from the receipt of the information necessary to make the determination.

Requests that are received as Urgent are adjudicated within 72 hours, and the Provider and Member are notified within 24 hours of the decision.

Provider Notification of UM Decision

The requesting Provider is informed via fax, telephone, or email of the final status of any Authorization request. When a requested service is approved, notification is sent to both the Provider and the Member. The notification may also be sent to the Member's Primary Care Provider. The notification of approval specifies the servicing Provider the service authorized, number of treatments, date range for which the authorization is valid, and expected length of stay (if appropriate). Notification is also sent regarding any services that are denied or modified. A copy of the denial or modification letter is sent to the Member, facility (if applicable), PCP, and/or specialist. The denial or modification letter includes a clear and concise description of the criteria used to deny or modify the Authorization. All letters of denial or modification include an explanation of the reason for denial or modification as well as a description on how to file an Appeal. For questions regarding the status of a Prior Authorization request, contact Sharp Health Plan by phone at 1-858-499-8300, toll-free at 1-800-359-2002, or online via the Sharp Connect application, or the appropriate PMG.

Concurrent Hospitalization Review

All inpatient stays, not handled by Member's delegated PMG are reviewed to determine the appropriate level of care in accordance with MCG Length of Stay guidelines. Telephonic and/or on-site chart reviews are conducted at all Plan Hospitals and Skilled Nursing Facilities by licensed UM staff. An initial review of all hospitalizations will occur within one business day of the notification to Sharp Health Plan. Subsequent reviews are conducted in accordance with the MCG Length of Stay Guidelines and as deemed necessary by the UM staff to ensure that the length of stay and level of care meet clinical criteria. If the criteria have not been met or medical record documentation is inadequate to authorize continued stay, the nurse reviewer will consult with the Member's attending physician, physician advisors, or other appropriate hospital staff to obtain additional information.

In the event that a Member is admitted to a facility outside the Plan's Service Area, the Plan's UM department will work with the Out-of-Area Provider and (as applicable) the Member's Plan Medical Group to determine when the Member can safely be transferred back into the Service Area and to coordinate the transfer. The UM nurse reviews admissions at non-contracted facilities telephonically and with electronically transmitted medical records and updates. The goal of this review is to facilitate transfer of the Member to a Sharp Health Plan contracted hospital as soon as medically appropriate.

Discharge Planning

Discharge planning is a process that begins at the time of an inpatient admission and includes an assessment of each Member's potential discharge needs. Discharge planning activities are carried out by Sharp Health Plan or a delegated PMG's UM staff in coordination with hospital staff, which may include discharge planners, social workers, or nurse case managers in conjunction with the treatment team.

Retrospective Authorization Review

Medical record review to determine appropriate utilization of services may be conducted for cases in which Sharp Health Plan was not notified before or during the provided service. Cases for retrospective review are often identified upon receipt of an unauthorized claim. Cases may also be identified through requests for retrospective Authorization from Out-of-Network or Out-of-Area Providers. Retrospective reviews will be processed within thirty (30) working days of receipt.

Emergency Services

Emergency Services Providers may screen and stabilize a Member without Prior Authorization in cases where a Member, acting reasonably would have believed that an emergency existed. Sharp Health Plan must be notified within 24 hours of stabilization by contacting Sharp Health Care Out-of-Service Department at 1-858-499-2346.

Denial of Services

A denial may occur at any time during the review process: prospective, concurrent, or retroactive to services being rendered. Only a physician may issue a denial for reasons of Medical Necessity. Nurse reviewers or designated UM Department staff under the supervision of an RN may issue denials for other reasons, such as lack of benefit coverage or Member ineligibility. Providers requiring additional information on denials may contact Sharp Health Plan or PMG UM personnel to discuss the case. Notification of a denial to the requesting provider must include a clearly defined reason for denial, the criteria utilized in the decision making process, a statement indicating that the reviewing physician is available to discuss any UM denial, and a direct phone number to the physician reviewer who adjudicated the case.

Communication to Providers

- Sharp Health Plan communicates changes or updates to policies, procedures, and regulatory requirements to Plan Providers via:
 - This Provider Operations Manual, which is provided upon contracting with the Plan, and for which updates are posted online at: www.SharpHealthPlan.com/for-providers/provider-operations-manual.
 - Sharp Health Plan Fax Blasts, which are sent directly to provider offices to announce an update to UM criteria posted on the website.
 - Sharp Health Plan Fax Blasts that are sent to the UM Departments of select Medical Groups that prefer to distribute information to their affiliated providers.
- Sharp Health Plan provides required notification to Plan Providers about:
 - Sharp Health Plan's policy requiring an appropriate physician reviewer to be available to discuss any UM denial decision.
 - How to contact the physician reviewer (by listing a direct phone number in the provider denial letter).
 - The opportunity to discuss a behavioral or non-behavioral health care UM denial decision with a physician or other appropriate reviewer.
 - How to access UM criteria online at www.SharpHealthPlan.com.
 - How to connect via email using the Contact Us form at www.SharpHealthPlan.com or by calling Provider Relations at 1-858-499-8330.
 - Current information contained in directory listings. It is the provider's responsibility to respond affirmatively or with modifications within thirty (30) business days or risk deletion from the next directory.

Second Medical Opinions

When requested by the Member or the Plan Provider, a second medical or surgical opinion may be covered by Sharp Health Plan after the first opinion has been rendered. There must be a first opinion rendered prior to a request for a second opinion. A second opinion may be requested for any of the following reasons:

- The Member questions the reasonableness or necessity of recommended surgical procedures.
- The Member questions a diagnosis or plan of care for a condition that threatens loss of life, limb, or bodily function, or substantial impairment, including, but not limited to, a Serious Chronic Condition.
- The clinical indications are not clear or are complex and confusing, a diagnosis is in doubt due to conflicting test results, or the treating health professional is unable to

diagnose the condition and the Member would like to request an additional evaluation.

- The treatment plan in progress is not improving the Member's medical condition within an appropriate period of time given the diagnosis and plan of care, and the Member would like a second opinion regarding the diagnosis or continuance of the treatment.
- The Member has attempted to follow the plan of care or consulted with the initial provider concerning serious concerns about the diagnosis or plan of care.
- The Member or Provider treating the Member has serious concerns regarding the accuracy of the pathology results and requests a specialty pathology opinion.

Members and Plan Providers request a second opinion through the Plan or the Member's PMG. Requests will be reviewed and facilitated through the Authorization process according to the following:

- If the Member requests a second opinion regarding care from a specialist, the second opinion shall be provided by an appropriately Qualified Health Professional of the Member's choice within the Member's Plan Network (Premier, Performance, Choice, and Value).
- If an appropriately Qualified Health Professional of the same or equivalent specialty is not available within the Plan Network, the second opinion will be provided by a Sharp Health Plan Provider who is an appropriately Qualified Health Professional. The Plan shall take into account the ability of the Member to travel to the provider.
- A second opinion from a non-contracted Qualified Health Professional will be authorized only when there is not a Plan Provider who is a Qualified Health Professional.
- The Qualified Health Professional rendering the second opinion must supply the Member, PCP and Plan with the consultation report and treatment recommendations in a timely manner. The time frame for submission of the consultant report will be stated in the referral authorization document. If the Qualified Health Professional is unable to comply with the time frame proposed, a written request for extension should be made prior to the expiration of the original time frame or an opinion from another Qualified Health Professional will be sought.
- The Qualified Health Professional rendering the second opinion is limited to consultation only, and no service, procedure, or care will be covered.
- Any costs related to travel, lodging, meals or incidentals such as parking fees are the Member's responsibility and will not be covered by the Plan.

For questions about second opinions or a copy of the Sharp Health Plan's policy, please visit <http://www.SharpHealthPlan.com/for-providers/clinical-resources/clinical-practice-guidelines>.

Case Management Program

Sharp Health Plan's Case Management Program uses a client/caregiver approach to promote availability of appropriate care and resources while maximizing the Member's quality of life and health care benefits. Case Management is a collaborative process with the Member, family, provider, and other treating entities, designed to meet the individual's needs while promoting quality outcomes.

Sharp Health Plan offers a Case Management Program for complex cases. Our case management nurses work closely with Plan Providers to develop and implement the most appropriate treatment plan for the Member's needs. Providers interested in referring a Member to the Case Management Program can call Sharp Health Plan Customer Care at 1-858-499-8300 or toll-free 1-800-359-2002, or complete the Case Management referral form available on www.SharpHealthPlan.com/for-providers/forms-and-materials. Any individual involved in the care of a Member may make a referral to the Case Management Program, including but not limited to, the following:

- Primary Care Physician (PCP)
- Specialist
- Discharge planner
- Plan staff

Each case is considered on an individual basis. Cases not accepted into the Case Management Program are kept on file for future reference.

Referrals to the Case Management Program are screened for medical, psychosocial, financial, and related needs no later than 30 calendar days from the date the Member is referred to Case Management. The Case Manager assesses each referral through medical records and discussion with the PCP and other involved parties, as needed. Referrals for case management services include, but are not limited to, the following situations in which care coordination is needed to meet Members' needs while promoting appropriate utilization of services and cost-effective outcomes:

- Transplants
- Chronic pain management
- Medication management
- Out-of-Area/Out-of-Network services
- Transgender Services
- Comorbid or complex behavioral health conditions
- Maternal mental health
- Care facilitation
- Social support issues

As appropriate, the Case Manager will facilitate care coordination for Members who have the following indicators:

- Three (3) or more acute hospital admissions per year
- Two (2) or more emergency department visits in a three (3)-month period
- Non-compliance with medical recommendations and care
- Complex medical needs that require close monitoring
- Behavioral health conditions, including Maternal Mental Health
- Life expectancy of six (6) months or less
- Inpatient hospital stay of greater than ten (10) days
- Complex psychosocial or functional requirements
- Quality issues related to clinical care

When a Member is accepted into the Case Management Program, the Case Manager performs the following functions:

- Serves as a liaison and resource for Providers and Members and their families
- Communicates information to caregivers to obtain consensus on a plan of care
- Develops and coordinates a plan of care with realistic and appropriate goals/outcomes
- Facilitates physician-to-physician communication and other communication when needed
- Manages all Authorizations for services for the assigned Member

The Case Manager closes a case when one or more of the following endpoints have been established:

- Services are no longer needed due to resolution of the Member's illness or the Member's death
- Reasonable goals and objectives in the Plan of Care have been met and the Member's condition is stabilized
- Family and other support systems are able to adequately provide needed services
- Care coordination is ongoing without the need for oversight by the Case Manager
- The Member has moved out of the Service Area
- The Member declines further Case Management services

Disease Management Program

Sharp Health Plan offers Disease Management Programs for Members diagnosed with diabetes and/or chronic cardiovascular conditions, including hypertension and/or hyperlipidemia. Providers can refer a Member to the Program by calling Customer Care at 1-858-499-8300 or toll-free 1-800-359-2002, or by completing the Case Management/Disease Management Referral Form available at www.SharpHealthPlan.com/.

Out-of-Network Services

For services that are the financial responsibility of Sharp Health Plan, Members must be directed to a Provider within Sharp Health Plan's contracted network. If a Member requires Out-of-Network services because Sharp Health Plan is not contracted with a provider of like specialty, a Letter of Agreement (LOA) must be obtained for the non-contracted provider.

For services that are the financial responsibility of the PMG, the PMG will follow its organization's policy in reference to authorization of Out-of-Network Providers. Sharp Health Plan requires all delegated and non-delegated plan medical groups and providers to adhere to Sharp Health Plan's Out-of-Network policy and procedure (Policy HS-MM-121: Referrals to Non-Contracted Providers), available on the [Sharp Connect provider portal](#).

Delegated Utilization Management

When Utilization Management is delegated to another Medical Group, their Utilization Management operations and activities are conducted by, their qualified UM staff who must follow all regulatory requirements. Audits occur annually to confirm that key components are in place to ensure that the delegated entity adheres to Sharp Health Plan requirements and policies. Each delegated organization must have a Utilization Management Program that is approved by Sharp Health Plan's Delegation Oversight Committee, and a signed Delegation Agreement must be in place. Each Delegation Agreement details the key components, processes, and reporting requirements of the delegates. Sharp Health Plan requires all delegated plan medical groups and providers to adhere to Sharp Health Plan's medical and pharmacy management policies, available on the [Sharp Connect provider portal](#).

Section VII: Pharmacy Benefit Services

Formulary

Sharp Health Plan maintains a Drug Formulary (or Drug List) designed to support the achievement of positive patient outcomes through the selection of high-quality, cost-effective pharmaceuticals. The Drug Formulary includes drugs that are identified as prescription drug benefits in the Member's Evidence of Coverage (EOC). To find the most up-to-date coverage and utilization management information for a specific drug, visit the Sharp Health Plan website and view the searchable Formulary PDF assigned to the Member's benefit plan. Members and providers can access drug coverage information on the Sharp Health Plan website and through Sharp Connect. Updated Formularies are posted to the website monthly, including recent Formulary changes. Members can log into the Pharmacy Portal on the Sharp Health Plan website to access drug information specific to their benefit, such as drug pricing, and coverage information.

The Plan covers drugs listed on the Formulary and prescribed by licensed Plan Providers operating within the scope of their practice. As the prescribing physician, Plan Providers are essential to the appropriate use of pharmaceuticals. This includes:

- Choosing the best, most economical drug and dosage form to treat the patient's condition
- Making sure each patient clearly understands the drug's use, the correct dose and possible side effects
- Looking for drug interactions and discontinuing ineffective drugs
- Reviewing each patient's drug list and dosages at every visit
- Carefully monitoring therapeutic drug levels, as necessary

To determine if a drug is covered or if utilization management edits apply to a drug, go to SharpHealthPlan.com/search-drug-list to review the Drug List.

Pharmacy and Therapeutics (P&T) Committee

SHP uses Formularies created by our Pharmacy Benefit Manager (PBM). The PBM designs the Formulary and its utilization management edits under the guidance of its Pharmacy and Therapeutics (P&T) Committee. The PBM's P&T Committee evaluates the safety, efficacy, and cost-effectiveness of drugs and approves utilization management edits such as prior authorization, step therapy and quantity limitations. Sharp Health Plan manages its own P&T Committee, which conducts oversight of the PBM's Formulary and utilization

management decisions on a quarterly basis. The SHP P&T Committee is comprised of pharmacists and providers representing various clinical specialties. Formulary updates are faxed to providers or their medical group leadership and are available on www.SharpHealthPlan.com.

The PBM P&T Committee may move a drug from preferred to non-preferred status or remove a drug from the Formulary for one or more of the following reasons:

- Withdrawal of a drug licensure by the Food and Drug Administration
- The risk of toxicity outweighs the benefits of the drug as judged by the Committee
- Replacement by another drug with significant advantage with regard to efficacy, toxicity, and/or cost
- Low usage of a drug or supply

Recommendations to add medications to the Formulary or to move a drug to a different tier may come from Plan Members, Plan Providers, or SHP P&T Committee Members. To make a request, please call Customer Care at 1-858-499-8300 or toll-free 1-800-359-2002 or email provider.relations@sharp.com.

Tiered Copay Programs

Sharp Health Plan has several Tiered Copay Programs. The 3 Tier Pharmacy Copayment Program places all covered drugs on one of three tiers. This program gives Members and Providers a wide range of drug product choices. It is important for the Member and Provider to work together to determine which drug is most appropriate.

- Tier 1: Medications on Tier 1 have the lowest Copayment. Tier 1 includes formulary preferred generic drugs.
- Tier 2: Medications on Tier 2 are subject to the middle Copayment. This tier includes formulary preferred brand-name drugs and inhaler spacers.
- Tier 3: Medications on Tier 3 have the highest Copayment and include non – preferred generic and brand-name drugs.

Additionally, Members have coverage at \$0 for preventive medications listed with an A or B recommendation by the USPSTF and for contraception for women. These are listed as Tier PV (preventive) on the formulary.

Members with coverage through Covered California or Covered California “mirrored” plans have a 4 Tier Pharmacy Copayment Program. The tiers are defined as:

- Tier 1: Most generic drugs and low-cost preferred brand name drugs

- Tier 2: Non-preferred generic drugs, preferred brand name drugs, and any other drugs recommended by the Pharmacy and Therapeutics Committee based on safety, efficacy and cost.
- Tier 3: Non-preferred brand name drugs or drugs that are recommended by the Pharmacy and Therapeutics Committee based on safety, efficacy, and cost, or that generally have a preferred and often less costly therapeutic alternative at a lower tier.
- Tier 4: Drugs that are biologics, drugs that the FDA or the drug manufacturer requires to be distributed through a specialty pharmacy, drugs that require the enrollee to have special training or clinical monitoring for self-administration, or drugs that cost the health plan (net of rebates) more than six hundred dollars (\$600) for a one-month (30 day) supply
- PV (Preventative): Select drugs covered with no copayment, including certain generic and over-the-counter contraceptives for women
- MB (Medical Benefit): Drugs covered under the Medical Benefit. Please refer to the medical benefit coverage information

The placement of medications on drug tiers is subject to change throughout the year. When a prescription drug becomes available over the counter, Sharp Health Plan may discontinue coverage of that drug. To find the most up-to-date drug coverage information and utilization management edits for a specific drug visit the Sharp Health Plan website and view a PDF of the formulary assigned to the Member's benefit plan or use the online drug look-up tool.

Prior Authorization

Drugs with a Prior Authorization Required (PA) designation must meet specific criteria outlined by the P&T Committee in order to be covered.

- All routine Prior Authorization requests are reviewed within seventy-two (72) hours of receipt of all necessary information.
- All urgent Prior Authorization requests are reviewed within twenty-four (24) hours of receipt of all necessary information.
- Pharmacy prior authorization requests may be submitted by phone, fax, or through CoverMyMeds.
- The contact numbers for submitting requests for each line of business are provided in the table below.
- The Prior Authorization Form 61-211, "Pharmacy Authorization or Step Therapy Exception Request", is available on the Provider page at <https://www.sharphealthplan.com/for-providers/forms-and-materials>. **PLEASE NOTE: Any request that is not submitted on this form will be returned to the provider.**

Commercial Plans	Fax number	Phone number
Specialty medications	866-249-6155	866-814-5506
Non-Specialty medications	888-836-0730	855-582-2022
Exchange Plans	Fax number	Phone number
Specialty medications	866-249-6155	866-814-5506
Non-Specialty medications	888-836-0730	855-582-2022

Prior authorization policies and procedures and utilization management guidelines are available on Sharp Connect.

Step Therapy

Step therapy programs encourage the use of clinically proven therapies and are designed to promote the use of therapeutically appropriate and cost-effective agents. Step therapy protocols are based on current medical findings, Food and Drug Administration (FDA)-approved drug labeling, and drug costs as reviewed and recommended by the P&T Committee. Step therapy policies and procedures are available on Sharp Connect.

Medication samples provided to a Member by the prescriber’s office or medications provided outside of the Sharp Health Plan Pharmacy benefit (such as with a coupon card) do not satisfy Plan step therapy or prior authorization requirements.

Dispense as Written (DAW) Prescriptions

When generics are available, Sharp Health Plan exclusively covers generic formulations of brand name drugs. Prior Authorization is required when a patient requests a brand medication and it has a generic version available. Prior Authorization requests must include the medical justification/explanation for why the Member cannot use a generic version, as well as the dates the generic version was previously tried and the Member’s response to the generic version, if applicable. In the event that a brand name drug is dispensed at the request of the Plan Physician or with Plan approval, the Member will be charged a higher Copayment (depending on plan design). Brand name products dispensed solely upon the Member’s request are not covered by the Plan.

Emergency Supply

Requests for emergency prior authorizations and overrides (such as quantity limits and step

therapy) of covered medications are handled by the Plan’s Pharmacy Benefits Manager (PBM) Help Desk. The Help Desk phone numbers by line of business are:

Commercial Plans Help Desk	Phone number
Specialty medications	866-814-5506
Non-Specialty medications	855-582-2022

Exchange Plans Help Desk	Phone number
Specialty medications	866-814-5506
Non-Specialty medications	855-582-2022

If certain criteria are met, PBM staff may enter up to a 5-day override for the requested medication. The caller will be advised to submit a prior authorization request to the PBM for medication required beyond a 5-day supply. Requests should be sent to the following numbers by line of business:

Commercial Plans PA/Exception	Fax number
Specialty medications	866-249-6155
Non-Specialty medications	888-836-0730
Exchange Plans PA/Exception	Fax number
Specialty medications	866-249-6155
Non-Specialty medications	888-836-0730

Dispensing Limitations

The Dispensing Limitations Program limits the quantity of a drug for which a Member is covered in a given time period. Limits are based on recognized standards of care such as the FDA recommendations for use. If a prescriber believes that a Member needs a quantity greater than the program limitation, an exceptions request may be submitted.

Plan designated maintenance medications may be filled for up to a 90-day supply through mail order or at certain network pharmacies. The Plan follows the MediSpan classification system for designation of maintenance drugs.

Specialty drugs are limited to a 30- day maximum supply per fill.

Vacation Overrides

The following limitations apply to the Member's pharmacy benefit:

- Vacation overrides may be approved for up to a 90-day supply
- Controlled substances may or may not be approved for vacation overrides
- Requests for greater than a 90 day supply will be considered on a case-by-case basis

Preventive Health Medications

For non-grandfathered plans, Preventive medications, as defined by the Affordable Care Act, are covered without Member cost share as long as the medication is not a benefit exclusion.

Preventive medications include:

- Prenatal vitamins
- Fluoride preparations
- Vitamin D supplementation as recommended by the USPSTF
- Folic acid supplementation as recommended by the USPSTF
- Aspirin
- Iron preparations
- Contraceptives and select over-the-counter (OTC) barrier methods of contraception (Grandfathered plans and certain religious organizations are exempt from covering these products)
- Bowel prep medications
- Medications recommended by the USPSTF, grade A or B, that are part of the outpatient pharmacy benefit

Prescriptions for over-the-counter items listed above must be written on a prescription and filled at a Sharp Health Plan Network pharmacy to be covered. Medical necessity and utilization management edits apply.

Prescription Mail Order

- Sharp Health Plan Members have access to a contracted mail order pharmacy to obtain maintenance drugs
- Maintenance drugs are available for up to a 90-day supply through the mail service program
- Maintenance drugs are prescribed to treat or stabilize chronic conditions such as diabetes or hypertension
- Members need a prescription written for a 90-day supply in order to obtain a 90-day supply

- Medications not designated by the Plan as a maintenance medication are not available through mail order. Medications such as antibiotics and controlled substances are not designated maintenance medications.
- Members are responsible for submitting their prescriptions to the mail order pharmacy. Details on how Members enroll for mail order are available on www.sharphealthplan.com/Members/pharmacy-and-prescription-drugs under Member Forms.

Specialty Medications

Specialty medications are drugs that may require specialized delivery and administration on an ongoing basis. They are often used to treat complex disease states that require frequent follow-up and monitoring. In addition, drugs that cost the health plan (net of rebates) more than six hundred dollars (\$600) for a one-month (30-day) supply are specialty medications.

- Specialty medications may be dispensed for up to a maximum of a 30-day supply
- Specialty medications require Prior Authorization

Specialty medications covered under the pharmacy benefit can be filled at a pharmacy that is in the Sharp Health Plan Specialty network. Sharp Health Plan's preferred pharmacy is CVS Specialty Pharmacy. In most cases, Specialty pharmacies deliver medication by mail. If medication is filled at CVS Specialty Pharmacy, Members may request the prescription be delivered to a CVS retail pharmacy of their choice for pick up. This allows the Member to obtain the medication at a retail location.

Non-Covered Services and Medications

The services and medications listed below are exclusions and/or limitations to the pharmacy benefit, and are not covered by Sharp Health Plan:

- Drugs dispensed by other than a Plan network pharmacy, except as Medically Necessary for treatment of an emergency or urgent care condition
- Drugs when prescribed by non-contracted providers that are not authorized by the Plan except when coverage is otherwise required in the context of Emergency Services
- Over-the-counter medications or supplies, even if written on prescription, except as specifically identified as covered in the Sharp Health Plan Drug Formulary. This exclusion does not apply to over-the-counter products the plan must cover as a "Preventative Care" benefit under federal law with a prescription or if the prescription legend drug is medically necessary due a documented failure or intolerance to the over-the-counter equivalent or therapeutically comparable drug

- Drugs dispensed in institutional packaging (such as unit dose) and drugs that are repackaged
- Drugs that are packaged with over-the-counter medications or other non-prescription items/supplies
- Vitamins (other than pediatric or prenatal vitamins listed in the Formulary)
- Drugs and supplies prescribed solely for the treatment of hair loss, sexual dysfunction, athletic performance, cosmetic purposes, and anti-aging for cosmetic purposes, and mental performance. (Drugs for mental performance are not excluded from coverage when they are used to treat diagnosed mental illness or medical conditions affecting memory including, but not limited to, treatment of the conditions or symptoms of dementia or Alzheimer's disease)
- Herbal, nutritional and dietary supplements
- Drugs prescribed solely for the purpose of shortening the duration of the common cold
- Drugs prescribed by a dentist or when prescribed for a dental treatment
- Drugs and supplies prescribed in connection with a service or supply that is not a covered benefit unless required to treat a complication that arises as a result of the service or supply
- Travel and/or required work related immunizations
- Infertility drugs are excluded, unless added by the employer as a supplemental benefit
- Drugs obtained outside of the United States unless they are furnished in connection with urgent care services or emergency services
- Drugs prescribed solely for the purposes of losing weight, except when medically necessary for the treatment of morbid obesity. Members must be enrolled in a Sharp Health Plan approved comprehensive weight loss program prior to or concurrent with receiving the weight loss drug and must meet Plan criteria for coverage
- Off-label use of FDA approved prescription drugs unless the drug is recognized for treatment of such indication in one of the standard reference compendia (the United States Pharmacopoeia Drug Information, the American Medical Association Drug Evaluations, or the American Hospital Formulary Service Drug Information) or the safety and effectiveness of use for this indication has been adequately demonstrated by at least two studies published in a nationally recognized, major peer reviewed journal
- Replacement of lost, stolen, or destroyed medications
- Compounded medications, unless determined to be medically necessary and prior authorization is obtained
- Brand drugs when a generic equivalent is available. Some drugs are commercially available as a brand and a generic version. It is the policy of Sharp Health Plan that when a generic is available, Sharp Health Plan does not cover the corresponding

brand drug. Coverage of the brand drug requires prior authorization.

- If prior authorization is obtained, the Member may pay the highest cost share depending on Member's benefit design.
- A prescription drug for which there is an over-the-counter product that has the identical active ingredient and dosage as the prescription drug.

Prior Authorization Review Process

Requests for Medically Necessary exceptions to Prior Authorization, step therapy, and quantity limits must be submitted by the physician to the PBM using the State of California created revised Form 61-211. Medical justification must be provided. Coverage decisions are made on a case-by-case basis considering the individual Member's health care needs. For your convenience, the Pharmacy Prior Authorization Request Form is available at the following link: www.SharpHealthPlan.com/for-providers/forms-and-materials.

Drugs that are not listed in the Drug List are non-formulary drugs and are not covered. There may be times when it is Medically Necessary for a member to receive a medication that is not listed on Sharp Health Plan's Drug List. In these instances, the member, the member's Authorized Representative or the member's doctor may request a formulary exception, following the prior Authorization process. Sharp Health Plan will approve or deny the exception request based on medical necessity within 72 hours for standard requests, or 24 hours for urgent requests. If a formulary exception request is denied, you have the right to Appeal the decision.

Additional information regarding Sharp Health Plan's Prior Authorization criteria is available on the Sharp Health Plan website and by logging into your Sharp Connect provider portal account. If you are not signed-up for this easy-to-use and secure Internet resource, visit www.SharpHealthPlan.com/SharpConnect to register. You may also contact Sharp Health Plan's Provider Relations Department at 1-858-499-8330 or via email at provider.relations@sharp.com.

Coverage Determination Notification Process

Coverage determination notification may be provided by fax, telephone or mail. Prescribers will generally be notified by fax. Members will be notified by mail and by telephone. Denial letters include a clear and concise explanation of the denial reason, the criteria used to make the determination, and a description of how to file an Appeal.

If we deny a request for coverage of a non-formulary drug, the member, the member's Authorized Representative or the member's doctor may request that the original exception request and subsequent denial of such request be reviewed by an independent review organization (IRO). The member, the member's Authorized Representative or the member's doctor may submit a request for IRO review up to 180 calendar days following the non-formulary drug exception request denial by:

- Calling toll free at 1-855-298-4252
- Mailing a written request to: Attn: Prescription Claim Appeals MC 109 – CVS
Caremark P.O. Box 52084 Phoenix, AZ 85072-208
- Faxing a written request to: 1-866-443-1172
- Completing the Member Grievance and Appeal form on our website at:
sharphealthplan.com

The member will be notified of the IRO's decision within 72 hours for standard requests or 24 hours for expedited requests. The IRO review process described above is in addition to the member's rights to file a Grievance or Appeal with Sharp Health Plan and to file a Grievance or request an independent medical review (IMR) with the California Department of Managed Health Care.

For additional information on how to file an Appeal for an adverse determination, please see the section on Appeals and Grievances.

Pharmacy Policies and Procedures (Pharmacy Management Procedures)

Sharp Health Plan's Pharmacy Management Procedures are available online through the Sharp Connect provider portal at www.SharpHealthPlan.com/SharpConnect. A printed copy of any Pharmacy Management Procedure is available upon request by contacting Provider Relations at 1-858-499-8330

Prescriber Notifications – FDA Recalls

The Plan promptly notifies affected Members and their prescribers in the event of a Food and Drug Administration (FDA) Class I or Class II drug recall. Affected Members are identified through outpatient pharmacy benefit claims data. The Plan is not able to identify affected Members and their prescribers if a recall is lot-specific.

The FDA uses the following definitions for Prescription Drug Recalls:

- Class I Recall:
A situation in which there is a reasonable probability that use of, or exposure to, a product will cause serious adverse health consequences or death.
- Class II Recall:
A situation in which the use of or exposure to a product may cause temporary or medically reversible adverse health consequences or where the probability of serious adverse health consequences is remote.

Outpatient Injectable Medications – Covered under Medical Benefit

Outpatient injectable medications are covered under the medical benefit with the exception of insulin, glucagon, GLP1 inhibitors prescribed for diabetes, epinephrine pens and some forms of Sumatriptan. Self-injectable medications and drugs or preparations that are not typically self-administered are provided through the medical benefit. Drugs that are given by the intravenous, intramuscular or subcutaneous route in a physician’s office or outpatient infusion center are provided the medical benefit. Plan Providers are responsible for obtaining outpatient injectable medications. Prior Authorization may be required by Sharp Health Plan Medical Management Department or the Plan Medical Group.

Pharmacy Benefits Manager (PBM)

CVS is Sharp Health Plan’s PBM. CVS is delegated to review SHP’s Prior Authorization and Exception requests. CVS Customer Care is available 24 hours a day, 7 days a week.

Commercial Plans Customer Care	Phone number
Specialty medications	866-814-5506
Non-Specialty medications	855-582-2022

Exchange Plans Customer Care	Phone number
Specialty medications	866-814-5506
Non-Specialty medications	855-582-2022

Medication Restrictions

Providers may request that a Member's medication access be limited or blocked for safety reasons. Each request will be reviewed by the Plan Medical Director. Requests may be submitted to the Sharp Health Plan Pharmacy Department.

Opioid Management Strategies

Sharp Health Plan safety and quality initiatives include opioid management strategies. The following safety initiatives apply to Commercial and Exchange plans:

- Opioid naïve Members ages 18 and over are limited to a maximum of a 7 day supply
- Greater than a 7 day supply may be obtained with an approved prior authorization (PA) request

Cumulative daily morphine milligram equivalent (MME) limitations.

- A Cumulative daily MME value of 90 MME requires the dispensing pharmacist to review the claim for appropriateness
- A Cumulative daily MME of 100 MME requires the prescribing physician to submit a Prior Authorization request for coverage
- Concurrent use of opioid and benzodiazepine medications OR opioid and buprenorphine medications are subject to prior authorization
- Use of immediate release (IR) opioids is required prior to use of an extended release (ER) opioids

Patients with cancer related pain, sickle cell anemia, end of life care, or who are in hospice are exempt from these MME requirements. Prior authorization is not required when obtaining medication used to treat Opioid Use Disorder.

Section VIII: Quality Improvement

Quality Improvement Program

Sharp Health Plan's Quality Improvement (QI) Program is based on the mission of the Plan – to offer quality care and services that set community standards, fulfill Members' expectations, and ensure that medical services are provided in a caring, effective, cost efficient, and accessible manner. The Plan uses the Continuous Quality Improvement (CQI) process to achieve excellence in quality of care and services. The Sharp HealthCare system has adopted Six Sigma processes and has an integrated CQI culture. The purpose of the QI Program is to promote organization-wide commitment to quality of care and services through ongoing performance improvement activities to identify opportunities for improvement, implement change and reevaluate actions taken. The following CQI processes are employed to achieve this goal.

- Continuous improvement and enhancement of quality care and services through ongoing, objective and systematic monitoring of both medical and behavioral health care.
- Proactive identification of opportunities for improvement in both the clinical and administrative aspects of SHP operations.
- Change management to address identified opportunities for improvement in a systematic manner and an iterative cycle of re-evaluation to measure/monitor improvement.

The goals of the QI Program are to:

- Promote an organization-wide commitment to quality of care and ongoing performance improvement;
- Continuously improve and enhance the quality of Member care through ongoing, objective, and systematic monitoring of both medical and behavioral health care;
- Proactively identify opportunities for improvement in both clinical and administrative aspects of Plan operations;
- Implement change in a well-defined, systematic manner and re-evaluate processes to ensure that improvement has occurred;
- Provide comprehensive oversight of delegated functions to ensure Member care delivery and delegated processes are consistent with the values and standards of Sharp Health Plan;
- Promote Provider participation in the quality improvement process and assure compliance with Sharp Health Plan standards;
- Include multidisciplinary representation for Quality committee Membership;

- Implement and evaluate Sharp Health Plan's annual quality metrics, which include HEDIS® and Integrated Healthcare Association (IHA) Align Measure Perform (AMP) clinical quality measures and CAHPS® Member satisfaction survey results;
- Facilitate the achievement of public health goals and initiatives;
- Provide an objective and systematic approach to continuous quality improvement that complies with community standards of care and meets applicable regulatory and accreditation requirements and standards;
- Establish standards and monitoring mechanisms to assure access and availability of primary care, specialty care, urgent care, and Member services;
- Ensure Plan programs, processes, and delegated Plan Medical Groups and vendors are in alignment with Plan, regulatory, and accreditation standards; and
- Promote Provider and Member satisfaction.

The objectives of the QI Program are to:

- Provide health education to promote optimal wellness for all Members;
- Collect, analyze, and act on opportunities for improvement using annual standardized quality indicators to include IHA AMP and HEDIS measures and CAHPS® survey results to identify opportunities to improve clinical care and services;
- Systematically review NCQA standards and applicable state and federal regulations, and implement programs, policies, and procedures to ensure compliance;
- Develop, implement, and monitor quality metrics for the enhancement of disease management programs, to include behavioral health initiatives;
- Evaluate outcomes, barriers, resources, published materials, and industry best practices for robust interventions proven to improve care and/or performance; and
- Conduct ongoing monitoring and annual review of delegated functions.

The QI Program provides information and education by various mechanisms to include:

- QI Program Description summary posting on Plan website
- Member newsletter articles
- Special mailings
- Committees with contracted network provider participation
- Plan Medical Group Joint Operations Committee meetings
- Distribution and review of monitoring mechanisms such as oversight audits to include language assistance program, for compliance to Plan standards

The QI Program includes implementation and evaluation of improvement activities for both clinical care and administrative services provided to Members. The scope of the program includes the important aspects of care related to Member population demographics and risk status. All departments in the Plan are involved in the continuous quality improvement process.

Quality Management Committee

The Quality Management Committee (QMC) provides a comprehensive and systematic structure for monitoring, evaluating, and improving the Plan QI program. Members of the QMC are appointed by the Chief Medical Officer for a minimum of a two-year term. The QMC Membership includes multidisciplinary representation from the provider's network. Committee Membership consists of:

- Chief Medical Officer (Co-Chair)
- Network providers including representatives from Pediatrics, Behavioral Health, Adult Medicine, and at least one specialist provider
- Medical Director
- Manager of Medical Management
- Director of Quality Improvement (Co-Chair)
- Director of Operations
- Director of Pharmacy Services
- Manager of Network Development and Performance
- Others as appointed by the Chief Medical Officer

The QMC provides quarterly reports to the Board of Directors. The QMC responsibilities include but are not limited to:

- Review and approval of the annual QI Program Description and Work Plan and evaluation of the effectiveness of the QI Program and work plan;
- Implementation and integration of quality improvement studies;
- Review of access and availability monitoring;
- Review of delegation oversight of Plan Medical Group programs per mutually agreed-upon responsibilities;
- Access and availability measurement and analysis to include appointment availability, after-hours access, telephone access and Geo-Access;
- Review and approval of preventive and clinical practice guidelines, UM criteria and medical policies;
- Oversight of utilization management activities including inter-rater reliability monitoring;
- Oversight of case management, disease management, and HEDIS-related interventions and activities; and
- Annual review of various quality improvement studies such as HEDIS measurement rates, CAHPS survey results, ECHO survey results, and Provider satisfaction survey analyses.

The following committees are discussed at QMC

- Pharmacy & Therapeutics Committee
- Peer Review Committee
- Medical Benefit Policy & Tech Assessment Committee
- Medicare Stars Council

Service and Operational Quality Council

The purview of the Service and Operations Quality Council (SOQ) is the non-clinical operational aspects of quality improvement activities. The SOQ Council is responsible for the review of all non-clinical and operational aspects of satisfaction survey results relating to service quality and monitoring of performance results. The needs of SHP's internal and external customers serve as the focus of review and continuous improvement. Council Membership consists of:

- President and Chief Executive Officer
- Chief Medical Officer
- Chief Financial Officer
- Chief Business Development Officer
- Chief Operations Officer

Participation in the QI Program

Participation in QI Program activities is required for all Providers. Participation may include providing medical records for various studies such as:

- Annual HEDIS data collection project
- Quality of care Grievances and Member Appeals

Provider participation may also include providing evidence of preventive health care as appropriate to their Membership. Providers may be invited to participate in the review and provide feedback on potential new and/or ongoing QI activities. Providers allow Sharp Health Plan to use their performance data for public reporting, Pay for Performance and other quality improvement activities as needed.

Quality Measurement

Sharp Health Plan has maintained National Committee for Quality Assurance (NCQA) health

plan accreditation since 2013. In 2019, Sharp Health Plan was audited by NCQA and successfully completed the audit, improving the audit score from previous years.

Member satisfaction is measured by the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and the Enrollee Experience Survey (ESS) on an annual basis. The CAHPS survey and EES sample frames are audited and validated by our certified HEDIS compliance auditor and reportable results are submitted directly to NCQA and CMS by our certified survey vendor each June. CAHPS survey and EES results are analyzed and reported to the QMC annually. Action plans are implemented as needed to address opportunities for improvement.

HEDIS

Healthcare Effectiveness Data and Information Set (HEDIS) is a set of standardized performance measures used by purchasers of health care to evaluate the quality of care and service provided by health plans and their contracted networks. The National Committee for Quality Assurance (NCQA) HEDIS measures are considered to be the national standard in performance measurement for health plans. HEDIS measures are related to many significant public health initiatives such as:

- Childhood immunizations
- Adolescent immunizations
- Well-child and adolescent visits
- Timely prenatal and postpartum care
- Cervical cancer screening
- Comprehensive diabetes care
- Breast cancer screening
- Chlamydia screening
- Colorectal cancer screening
- Body mass index (BMI) measurement for children
- Potentially inappropriate use of opioids

Sharp Health Plan uses HEDIS rates to guide QI efforts to target areas for opportunity to improve quality of care for our Members. Providers are central to the Plan's efforts to improve quality of care and access. We share the same goal to improve overall Member health by improving patient care.

Providers can support quality improvement activities in the following ways:

- Educate Members about standards of care based on clinical efficacy such as making timely prenatal and postpartum visits, getting recommended cancer screening tests as appropriate by age and gender, and following routine immunization schedules.

- Provide comprehensive care at the time of the visit. For example, if a Member comes in for a flu vaccine, review the chart and recommend any other necessary care such as an eye exam for a diabetic or a complete well-child visit for pediatrics.

Promptly submit complete claims and accurate encounter data. Providers receiving capitation payments should submit complete encounter data to accurately reflect all care and treatment provided using the most current, appropriate CPT and ICD-10 coding. Sharp Health Plan's goal is to decrease the burden of medical record review to ascertain care provided wherever possible. When medical record review for HEDIS data collection audit is required, complete and thorough documentation of the provision of care and services in the medical record is very important.

Documentation precision to ensure that services are appropriately recognized and appropriate coding will decrease the requests for medical record review during the HEDIS data collection project. All three of the following components should be assessed and documented for well-care visits:

1. A health and developmental history both physical and mental health,
2. A complete physical exam to include BMI and BMI percentiles for children and adolescents, and
3. Age-appropriate health education/anticipatory guidance.

BMI Assessment

Calculate and document BMI percentiles at least annually for children and document BMIs at least every two years for adults in the medical record.

Please use the following ICD-10 codes for billing and encounter data submission. BMI percentile pediatric codes are used for ages 2–19 years old. These percentiles are based on the growth charts published by the Centers for Disease Control and Prevention (CDC). BMI codes are used for persons aged twenty and older.

BMI Assessment Codes

ICD-10 codes	BMI Values for Ages 20+
Z68.10	BMI \leq 19
Z68.20	20.0 – 20.9
Z68.21	<u>21.0 – 21.9</u>
Z68.22	<u>22.0 – 22.9</u>
Z68.23	<u>23.0 – 23.9</u>
Z68.24	<u>24.0 – 24.9</u>
Z68.25	<u>25.0 – 25.9</u>
Z68.26	<u>26.0 – 26.9</u>
Z68.27	<u>27.0 – 27.9</u>
Z68.28	<u>28.0 – 28.9</u>
Z68.29	<u>29.0 – 29.9</u>
Z68.30	<u>30.0 – 30.9</u>
Z68.31	<u>31.0 – 31.9</u>
Z68.32	<u>32.0 – 32.9</u>
Z68.33	<u>33.0 – 33.9</u>

ICD-10 codes	BMI Values for Ages 20+
Z68.34	<u>34.0 – 34.9</u>
Z68.35	<u>35.0 – 35.9</u>
Z68.36	<u>36.0 – 36.9</u>
Z68.37	<u>37.0 – 37.9</u>
Z68.38	<u>38.0 – 38.9</u>
Z68.39	<u>39.0 – 39.9</u>
Z68.41	<u>40.0 – 44.9</u>
Z68.42	<u>45.0 – 49.9</u>
Z68.43	<u>50.0 – 59.9</u>
Z68.44	<u>60.0 – 69.9</u>
Z68.45	BMI \geq 70

Please use the following codes for anticipatory guidance given to parents of children ages 3–17

ICD-10 codes	Pediatric BMI Percentiles for Ages 2-19
Z68.51	< 5%
Z68.52	5% – <85%
Z68.53	85% – <95%
Z68.54	BMI ≥95%

Counseling for Nutrition and Physical Activity

Description	CPT	ICD-9 codes	HCPCS
Nutrition	97802, 97803, 97804	Z71.3	G0270, G0271, G0447, S9449, S9452, S9470
Physical Activity		Z02.5	G0447, S9451

Maintain an up-to-date problem list of current and active diagnoses and active medication and medication allergy lists. Use CPT II codes for documentation of blood pressure readings.

Blood Pressure

CPT II codes	BP Reading
3074 F	Systolic blood pressure <140 mmHg
3075 F	Systolic blood pressure <140 mmHg

CPT II codes	BP Reading
3077 F	Systolic blood pressure ≥140 mmHg
3078 F	Diastolic blood pressure <80 mmHg
3079 F	Diastolic blood pressure 80–89 mmHg
3080 F	Diastolic blood pressure ≥90 mmHg

Diabetic Eye Exam

Optometrists and ophthalmologists can use CPT II code 3072F for diabetic retinal screening exam with no evidence of retinopathy. Members can schedule an eye exam on an annual basis.

HEDIS Medical Record Review

Sharp Health Plan’s goal is to decrease the burden of medical record review to ascertain care provided wherever possible. Sharp Health Plan conducts annual medical record review

to support HEDIS measure documentation. These reviews typically occur from March through May annually. Requests for medical records are coordinated with Provider office sites as needed. During this time provider offices may be contacted by Sharp Health Plan's contracted copy service, J & H Copy Services Inc., with a request for medical records or to schedule on-site visits to copy required documentation. Sharp Health Plan's QI Department will make every effort to decrease the intrusion of on-site chart review by conducting a fax campaign for off-site review of medical records during the HEDIS data collection project period.

Should you choose to use your own vendor to copy the records requested, your office will be responsible for all service fees charged by your vendor.

Clinical Practice and Preventive Health Guidelines

Sharp Health Plan has adopted evidence-based clinical practice guidelines from nationally recognized sources. The guidelines are intended for Provider use for diagnostic and treatment purposes for:

- 2017 Guideline for the Prevention, Detection, Evaluation, and Management of High Blood Pressure in Adults
- American Diabetes Association Standards of Medical Care in Diabetes – 2019
- 2018 ACC/AHA Guideline on the Treatment of Blood Cholesterol

The Quality Management Committee approved for adoption the three Behavioral Health clinical practice guidelines for use by Sharp Health Plan clinicians:

- The American Psychiatric Association Guidelines
- The American Psychological Association Criteria for Treatment Guidelines
- The American Academy of Child and Adolescent Psychiatry Practice Parameters and Guidelines

Sharp Health Plan is committed to ensuring that Members receive timely and appropriate preventive health assessments. Preventive Services are health assessments that include the physical examination of an asymptomatic, healthy Member, consistent with The Guide to Clinical Preventive Services, a report of the US Preventive Services Task Force (USPSTF), the Advisory Committee for Immunization Practices (ACIP), the American Academy of Pediatrics (AAP), and other clinical preventive service guidelines as applicable or stated by law. The Member's Primary Care Physician (PCP) is responsible for basic medical care management and the provision of an initial and periodic preventive health assessment, unless otherwise indicated. At a minimum, the initial health assessment includes:

- Medical history
- Height/weight
- Blood pressure
- Body Mass Index (BMI) assessment
- Percentile assessment for pediatric Members, if applicable
- Preventive health screens and tests considered necessary in the best clinical judgment of the Provider and consistent with Plan policy
- Discussion of age-, risk-, and gender-appropriate preventive measures
- Follow-up appointments as needed

Summary of Preventive Care Services

All Members

- Age- and/or gender-appropriate Preventive Medicine visits (Wellness Visits)¹
- Routine immunizations recommended by ACIP²
- Clinicians offer pre exposure prophylaxis (PrEP) with effective antiretroviral therapy to persons who are at high risk of HIV acquisition
- Age, gender, and/or risk status-appropriate counseling and/or screening for:
 - Alcohol abuse
 - Aspirin as a preventive measure in adult men and women (actual medication covered under pharmacy benefits)
 - Colorectal cancer for adults over 50
 - Depression
 - Diabetes
 - Diet and nutrition
 - Elevated cholesterol and lipids for Members at higher risk
 - Falls prevention for older adults
 - Hepatitis C virus
 - High blood pressure
 - HIV
 - Obesity
 - Syphilis and other sexually transmitted infections for adults and adolescents at higher risk
 - TB screening for pediatrics and adults at higher risk^{3,4}
 - Tobacco use and cessation interventions

Women's Health

- Screening mammography
- Cervical cancer screening

- Genetic counseling and evaluation for the BRCA testing
- Counseling for chemoprevention for women at high risk for breast cancer
- Screening for gonorrhea, chlamydia, and syphilis
- Osteoporosis screening
- For pregnant women:
 - Instructions to promote and aid breast feeding
 - Screening for:
 - Anemia
 - Bacteriuria
 - Hepatitis B virus
 - Rh incompatibility
 - Chlamydia
 - Syphilis
 - Gestational diabetes
 - HIV
 - Asymptomatic bacteriuria
 - Prevention
- Preeclampsia
- Well woman preventive visits to include preconception and prenatal services⁵
- Folic acid supplements for women who may become pregnant (actual medication covered under pharmacy benefit)
- FDA-approved contraception methods and contraceptive counseling⁵
- Human papillomavirus (HPV) screening DNA testing for women 30 years and older
- Breastfeeding support and counseling
- Domestic violence screening and counseling
- Annual human immunodeficiency virus (HIV) screening and counseling
- Annual sexually-transmitted infection counseling
- Screening for gestational diabetes for women 24–28 weeks pregnant and those at higher risk that have no prior history of diabetes⁵

Men's Health

- Screening for prostate cancer for men age 55 and older⁶
- Screening for abdominal aortic aneurysm in men 65–75 years old who have ever smoked
- Human papillomavirus (HPV) vaccine for males age 9–26¹

Pediatrics

- Measurements³
 - Height and weight
 - Head circumference

- Weight for length
- BMI
- BMI percentile
- Assessments/Examinations/Screening:
 - Anticipatory Guidance³
 - Assessments for:
 - Alcohol and drug use³
 - Developmental surveillance³
 - Psychosocial/Behavioral³
 - Oral health risk³
 - Counseling for:
 - Fluoride for children without fluoride in their water source (fluoride supplements provided through pharmacy benefit)
 - Obesity, including diet and nutrition
 - Skin cancer behavior
 - Education or brief counseling, to prevent initiation of tobacco use among school-aged children and adolescents
 - Behavioral counseling for all sexually active adolescents and for adults who are at increased risk for sexually transmitted infections (STIs)
 - Gonorrhea preventive medication for the eyes
 - Iron supplementation for asymptomatic children ages 6–12 who are at increased risk for iron deficiency anemia (iron supplements covered under pharmacy benefit)
 - Screening for:
 - Autism³
 - Anemia³
 - Basic vision screening and referral to vision provider if necessary
 - Cervical dysplasia screening for sexually active females
 - Developmental/autism³
 - Dyslipidemia screening for children at higher risk for lipid disorders³
 - Hearing screening³
 - Hemoglobinopathies or sickle cell anemia
 - HIV screening for adolescents at higher risk
 - Lead³
 - Major depressive disorders
 - Phenylketonuria³
 - Sexually transmitted infections³
 - Thyroid disease³
 - Tuberculosis³

Preventive vs. Diagnostic Services

Certain services may be done for preventive or diagnostic reasons. When a service is performed for the purpose of preventive screening and is appropriately reported, it will be adjudicated under the Preventive Care Services benefit.

Preventive services are those performed on a person who has:

- Not had the preventive screening done before and does not have symptoms or other abnormal studies suggesting abnormalities
- Had screening done within the recommended interval with the findings considered normal;
- Had diagnostic services results that were normal after which the physician recommendation would be for future preventive screening studies using the preventive services intervals; or
- Had a therapeutic service provided at the same encounter and as an integral part of the preventive service (e.g., polyp removal during a preventive colonoscopy).

Diagnostic services will be adjudicated under the applicable non-preventive medical benefit. Diagnostic services are performed on a person who has or has had:

- Symptom(s) that required further diagnosis;
- Abnormalities on previous preventive or diagnostic studies that require repeat of the same studies within shortened time intervals from the recommended preventive screening time intervals; or
- Abnormalities on previous preventive or diagnostic studies that require further diagnostic studies.

Preventive services as Covered Benefits are updated as new recommendations and guidelines are issued, revised, or removed by the applicable regulating authority.

Coverage Limitations and Exclusions

- Services not covered under the preventive care benefit may be covered under another portion of the medical, dental, vision, or pharmacy benefit plan.
- Drugs, medications, vitamins, supplements, or over the counter contraceptive barrier methods that are recommended or prescribed for preventive measures are covered under the pharmacy benefit. Examples include, but are not limited to:
 - Aspirin for any indication, including but not limited to, aspirin for prevention of cardiovascular disease.
 - Chemoprevention for any indication, including but not limited to, chemoprevention for breast cancer.

- Supplements, including but not limited to oral fluoride supplementation and folic acid supplementation.
- Tobacco cessation products or medications.
- Off-label use for immunization is not covered.
- Examinations, screenings, testing, or immunizations are not covered when:
 - Required solely for the purpose of travel (travel immunizations).
 - Related to judicial or administrative proceedings or orders.
 - Conducted for purposes of medical research, unless covered under an approved Clinical Trial.
 - Required to obtain or maintain a license of any type.
- Services that are investigational, experimental, or not medically necessary are not covered.

Preventive Services Monitoring

The Plan Quality Improvement (QI) department monitors the provision of age-appropriate preventive services via annual HEDIS data collection and other quality monitoring activities. Information from QI monitoring and any action plans developed to improve preventive service compliance are shared with the Plan Provider or Plan Medical Group.

These guidelines are used in conjunction with the independent judgment of a qualified licensed physician and do not constitute the practice of medicine or medical advice.

References

1. Knox-Keene Health Care Service Plan Act of 1975 Health and Safety Code §§1345.
Retrieved August 14, 2017, from <http://wps0.dmhc.ca.gov/regulations/>
2. Centers for Disease Control and Prevention. (2012, May 31). *Vaccine Recommendations of the ACIP: Advisory Committee for Immunization Practices (ACIP)*. Retrieved September 3, 2019, from Centers for Disease Control and Prevention: <http://www.cdc.gov/vaccines/hcp/acip-recs/index.html>
3. American Academy of Pediatrics. (n.d.). *Recommendations for Preventive Pediatric Health Care: Bright Futures/American Academy of Pediatrics*. Retrieved September 3, 2019, from Bright Futures: American Academy of Pediatrics: https://www.aap.org/en-us/documents/periodicity_schedule.pdf
4. Centers for Disease Control and Prevention. (1995, September 08) *Screening for Tuberculosis and Tuberculosis Infection in High-Risk Populations Recommendations of the Advisory Council for the Elimination of Tuberculosis* Retrieved September 3, 2019 from Centers for Disease Control and Prevention: <http://www.cdc.gov/mmwr/preview/mmwrhtml/00038873.htm>
5. U.S. Centers for Medicare & Medicaid Services. Retrieved August 14, 2017 from Healthcare.gov: <https://www.healthcare.gov/coverage/preventive-care-benefits/>

6. Onecle. (2013, February 22). *California Health and Safety Code Section 104315*. Retrieved September 3, 2019 from onecle.com:
<http://law.onecle.com/california/health/104315.html>
7. Patient Protection and Affordable Care Act, 42 U.S.C. 1800 et seq. (2010). Retrieved August 14, 2017.
8. US Preventive Services Task Force. (2013, August). USPSTF A and B Recommendations. US Preventive Services Task Force.
<https://www.uspreventiveservicestaskforce.org/Page/Name/uspstf-a-and-b-recommendations/>, Retrieved September 3, 2019 from USPSTF A and B Recommendations:

To access Sharp Health Plan's Preventive Health guidelines online, go to sharphealthplan.com/for-providers/clinical-resources.

Section IX: Claims and Encounters

Claims

One of the goals of Sharp Health Plan is to ensure Plan Providers' claims and payments are processed accurately and in a timely manner, in accordance with industry standards and state and federal regulations. The guidelines in this section of the Provider Manual can help Providers ensure their claims are submitted correctly. Providers who are contracted with Sharp Health Plan through an affiliated PMG must follow the requirements outlined by the PMG when billing for services that are the responsibility of the PMG.

As required by Assembly Bill 1455, the California Department of Managed Health Care (DMHC) has set forth regulations establishing certain claim settlement practices and the process for resolving claims disputes for managed care products regulated by the DMHC. Sharp Health Plan has posted a notice of claim settlement practices on www.SharpHealthPlan.com. Please review the notice in its entirety. It is intended to inform you of your rights and responsibilities, and procedures related to claim settlement practices and claim disputes.

Claims Address

Claims for services provided to Members assigned to entities delegated for claims processing should be mailed directly to the entity. Current claims addresses for all entities are available in our provider portal, Sharp Connect, at www.SharpHealthPlan.com.

Providers contracted directly with Sharp Health Plan should send claims to:

Sharp Health Plan
P.O. Box 939036
San Diego, CA 92193-9036

Claim Submission Requirements

The following is a list of claim timeliness requirements, claims supplemental information, and claims documentation required by Sharp Health Plan. For more information, or to view our policies and procedures, please visit sharphealthplan.com/for-providers/claims-information.

- Contracted Providers must submit claims within 90 days or according to their agreement terms. Non-contracted Providers have 180 days after the date of service to submit a claim. Claims submitted outside of these time frames may be denied as untimely
- Claims must be submitted on the most current version of standard claim forms CMS 1500 (non-institutional Providers and suppliers) or UB-04 (institutional Providers). Forms should be completed legibly in black ink with standard fonts on forms printed in red “dropout” ink
- Submit claims with all reasonably relevant information to determine payer liability and to ensure timely processing and payment
- Non-contracted Providers must submit a completed IRS Form W-9 with claims.
- If Sharp Health Plan is the secondary payer, then Providers must submit the primary payer Explanation of Benefits (EOB) with applicable claims to facilitate coordination of benefits

Electronic Claims Submissions

Providers have the option of submitting claims electronically through Electronic Data Interchange (EDI). The advantages of electronic claims submission include the following:

- Prompt acknowledgement of claims receipt
- Improved claims tracking and status reporting
- Reduced turnaround time for timely reimbursement
- Eliminated paper
- Improved cost effectiveness

Claims submitted electronically must be compliant with federal HIPAA transaction standards. Sharp Health Plan does not currently accept claims submitted by a clearinghouse that charges a fee to the Plan.

If a Plan Provider submits fewer than 1,000 claims a month then the Provider may work with an approved clearinghouse from the list below:

Sharp Health Plan Approved Clearinghouses

[Capario](#) (Change Healthcare)

[Gateway EDI](#) (also known as Trizetto)

[Office Ally](#)

[Zirmed/Waystar](#)

All new EDI submission requests will need to be submitted by filling out an [EDI Provider Request form](#) or the online form on the [Sharp Connect provider portal](#).

Claim Receipt Verification and Claim Status Inquiries

For verification of claim receipt or claim status inquiries:

- Sharp Health Plan will verify the date of claim receipt within two (2) working days of receipt of an electronic claim and within fifteen (15) working days of receipt of a hard copy claim. An example of the acknowledgement form is provided on subsequent pages.
- Claim status is provided via an Explanation of Benefits (EOB) that is included with all payments. An example of the EOB and explanation of terms are provided on subsequent pages.
- Providers can confirm claim receipt and claim status by calling Customer Care at 1-858-499-8300 or toll-free 1-800-359-2002. We are available to assist you Monday through Friday from 8:00 a.m. to 6:00 p.m. In order to ensure efficient service, the following information is needed at the time of the call: Member number, date of service, procedure code, Provider name, and claim number (if known). Telephone inquiries are limited to a maximum of five (5) claims per call.

Claims Editing System

The clinical editing system in use is based on multiple-coding support including:

- CPT-4, HCPCS, and ICD-10-CM
- CCI
- AMA and CMS guidelines and industry standards
- Medical policy and literature research
- Input from academic affiliations
- Specialty society recommendations

Every decision is fully supported with a variety of clinical documentation to ensure complete understanding of the system and communication to the Provider community. The edits are based on the information provided on the claim. If the claim information is incomplete or invalid, the claim edits will be accurate but may not be the outcome the Provider expected.

Most edits are reviewed by coding staff before claims are processed. Please make sure additional documentation to justify coding is included on the claim, such as modifiers and information in box 19 of the CMS 1500 or box 84 of the UB04. Any clinical or operative reports should be attached to validate procedures billed with modifier 59, Emergency Services and unlisted procedures. The additional information will provide the claims examiner with the necessary information to process the claim correctly.

Claims Policy Administration Module

In order to process consistently based on industry-standard guidelines the Policy Administration Module allows the building of custom rules that reflect medical and payment policies. To address the complexity of benefit plan designs, the module allows for the enhancement of code auditing with additional fields and combinations for review or comparison that include:

- Frequency of procedure codes
- Claim lines for code combinations present or not present
- Claim lines for limits based on days before or after the claims date
- Claim lines for the same, different or all providers or the same specialty
- Monitoring for the frequent use of modifier codes

Industry standard guidelines that will be audited via the new Policy Administration Module include but not limited to:

- Denying the Add-On Code without the parent code billed
- Procedure allowed once in a lifetime for certain surgical procedures
- Documentation required when billing modifier 62
- Denying Co-Surgeon (mod 62) codes not payable per Medicare guidelines
- Codes not payable with team surgeon modifier 66
- Denying drug admin codes without the drug billed
- New visit frequency editing

Encounter Data

Sharp Health Plan must receive timely Encounter Data to appropriately track Member's Deductibles and out-of-pocket costs, meet reporting requirements, and to monitor the value of services provided under capitation. Plan Providers reimbursed under capitation must send encounter data to Sharp Health Plan for each Member encounter. Encounter data must be submitted either electronically or on the applicable claim form, following standard claims submission guidelines, within 120 days of the date of service. An EOB is sent to acknowledge all encounter data. See Section VIII for sample EOB and definition of terms. Capitated providers also receive a Capitation Listing to support the capitation payment.

Encounter data completeness and quality is monitored regularly by the Plan. If problems are identified with the timeliness, quality or quantity of submissions, Sharp Health Plan will contact the capitated Provider to review and correct the identified problems.

Fee Schedules

The current Medicare Fee Schedule is available on www.cms.hs.gov/fslookup. The Durable Medical Equipment, Prosthetics/Orthotics, and Supplies Fee Schedule (DMEPOS) can be found on www.noridianmedicare.com. Please refer to Appendix A of your agreement with Sharp Health Plan for details on how these fee schedules and other mutually agreed upon payment rates are used to determine reimbursement. If you have any questions regarding your agreement, please contact:

Sharp Health Plan
Attention: Contracts Department
8520 Tech Way, Suite 200
San Diego, CA 92123
Phone: 1-858-499-8330
Fax: 1-858-636-2276

Adjustment Requests

Please review all explanation codes listed on the EOB to determine if a claim denial was the result of insufficient information or an incomplete claim. Please submit all requested documents or a corrected claim promptly to ensure appropriate, timely reimbursement. Corrected claims must be identified as such to avoid being identified as duplicates. Providers who feel their claim was processed incorrectly should contact Customer Care at 1-858-499-8300 or toll-free 1-800-359-2002 or SHP.ClaimsResearch@sharp.com for an explanation, or send in an adjustment request with a copy of the claim to the following address:

Sharp Health Plan
Attention: Claims Research
8520 Tech Way, Suite 200
San Diego, CA 92123
Fax: 1-858-636-2276

After reviewing the request, the Claims Research Specialist will advise if an adjustment is necessary. If an adjustment is necessary, the Specialist will forward the request to the Claims Department for processing.

Coordination of Benefits

When a Member has coverage under two or more group or Medicare plans, the benefits of these plans will be coordinated so that the total amount paid out does not equal more than

the actual cost of treatment. Coordination of benefits is vital in keeping the cost of coverage as low as possible. Prior to billing Sharp Health Plan or an affiliated PMG, Providers must bill primary insurance carriers, including Medicare. The Provider must include a copy of the other insurance carrier's explanation of benefits with the claim.

Sharp Health Plan will advance providers covered benefits at the time of Member medical need, even if the Member illness or injury is suspected to be work-related or otherwise covered by a third-party payer. If the covered benefits received by the Member are found to be covered by workers' compensation or another third-party payer, the Plan will pursue reimbursement. This requirement is consistent with state law (California Code of Regulations § 1300.67.13 (a)(2) and (3), which prohibits delaying or refusing to provide covered benefits because the Member may be entitled to other coverage.

Please review your screening protocols to confirm that Sharp Health Plan Members are not denied medical attention due to possible coverage by any other plan or insurer.

In no event will Sharp Health Plan's payment for covered services together with the payment made by the primary carrier exceed the amount that would have been payable if Sharp Health Plan had been the primary carrier. The Provider agrees to accept the contracted amount as payment in full, whether that amount is paid in whole or part by the Member, Sharp Health Plan, or any combination of payers, including other payers that may pay as primary.

On Medicare claims, Sharp Health Plan reimburses the Medicare Deductible and Coinsurance only up to Sharp Health Plan's normal benefit limit. For commercial payers, Sharp Health Plan will reimburse up to the Sharp Health Plan allowed amount, excluding the Member out-of-pocket costs.

Third Party Liability

If a Member is injured in an accident caused by a negligent or intentional act or omission of another person, the Plan will advance Covered Benefits at the time of need subject to an automatic lien by agreement to reimburse the Plan from any recoveries or reimbursement the Member may receive from the person who caused the injury. Plan Providers may not refuse to provide Covered Benefits to Members who are injured by another party. Plan Providers may not require Members to assign any recoveries or reimbursements to the Provider as a condition of receiving care. All claims for services rendered in relation to a third party tort liability case should be submitted for processing as described in Sharp Health Plan's Notice of Claims Settlement Practices. The claims will follow normal processing

guidelines. Any recoveries related to third party or worker's compensation liabilities will be made by Sharp Health Plan.

Sharp Health Plan must be notified in writing of all potential and confirmed third party tort and worker's compensation liability cases that involve a Sharp Health Plan Member.

Notification must include:

- Member name
- Member identification number
- Date of birth
- Date of injury
- Identification of third party, if known
- Provider name and address
- Date(s) of service
- ICD10 code and/or description of injury
- CPT code and/or description of service(s) rendered
- Billed charges for service(s)
- Any amount paid by other coverage (if applicable)
- Date of denial and reason(s) for any applicable denials from other payers

Send notices of potential third party liability to:

Sharp Health Plan, Attn: Third Party Liability
8520 Tech Way, Suite 200
San Diego, CA 92123
Fax: 1-619-740-8571

Member Costs and Out-of-Pocket Maximum

Copayments, Coinsurance and Deductibles are fees paid by the Member to the Provider for particular Covered Benefits at the time the service is received. Sharp Health Plan Members may only be charged for applicable Copayments, Coinsurance and Deductibles indicated on the Member's identification card, through Sharp Connect and/or as verified with Customer Care.

A Member's financial responsibility will vary based on the Member's benefit plan. A Copayment may be a flat amount (e.g., \$15.00 Copayment for an office visit) or a percentage of the contracted rate (e.g., 20% Coinsurance for durable medical equipment).

Some benefit plans include a Deductible. A Deductible is the amount the Member must pay each calendar year for certain Covered Benefits before Sharp Health Plan will start to pay

for those Covered Benefits. The amounts the Member is required to pay for the Covered Benefits subject to a Deductible are based upon Sharp Health Plan's cost for the Covered Benefit. Once the Member has met the yearly Deductible, the Member pays the applicable Copayment for Covered Benefits and Sharp Health Plan pays the rest. The Deductible starts over each year.

- There is a maximum total amount of Copayments, Coinsurance and Deductibles Members pay each year for Covered Benefits, excluding supplemental benefits. The annual Out-of-Pocket Maximum amount is listed on the Health Plan Benefits and Coverage Matrix and is renewed at the beginning of each calendar year. Copayments and Deductibles for supplemental benefits (e.g., chiropractic services) do not apply to the annual Out-of-Pocket Maximum. If a Member pays amounts for Covered Benefits that equal the Individual Out-of-Pocket Maximum, no further Copayments or Deductibles are required for that Member for Covered Benefits (excluding supplemental benefits) for the remainder of the year. Premium contributions will continue to be required.
- Once a Member in a family satisfies the Individual Out-of-Pocket Maximum, the remaining enrolled family Members must continue to pay applicable Copayments and Deductibles until either (a) the sum of the Copayments and Deductibles paid by the family reaches the Family Out-of-Pocket Maximum or (b) each enrolled family Member meets his/her Individual Out-of-Pocket Maximum, whichever occurs first.
- When the sum of the Copayments and Deductibles paid for all enrolled Members equals the Family Out-of-Pocket Maximum, no further Copayments or Deductibles are required from any enrolled Member of that family for the remainder of the calendar year.
- Only amounts that are applied to the Individual Out-of-Pocket Maximum may be applied to the Family Out-of-Pocket Maximum. Any amount the Member pays for Covered Benefits that would otherwise apply to the Individual Out-of-Pocket Maximum but which exceeds the Individual Out-of-Pocket Maximum will be refunded to the Member, and will not apply toward the Family Out-of-Pocket Maximum. Individual Members cannot contribute more than their Individual Out-of-Pocket Maximum amount to the Family Out-of-Pocket Maximum.
- Calculation of Out-of-Pocket Maximums may be different for Members enrolled in an HSA-compatible benefit plan.

The following payments do not apply to the Out-of-Pocket Maximum. Members are required to continue to pay the payments listed below even if the annual Out-of-Pocket Maximum has been reached.

- Payments for services or supplies that the Plan does not cover, e.g., excluded drugs, cosmetic surgery, and unauthorized non-emergency services.

- Copayments for supplemental benefits such as assisted reproductive technologies, chiropractic services, and hearing aids.

If a Member has reached his or her annual Out-of-Pocket Maximum, they will be notified by Sharp Health Plan. The Member will receive a confirmation letter to show proof to providers that no additional out-of-pocket costs are due for the calendar year.

Balance Billing

Sharp Health Plan Members may only be charged for applicable Copayments, Coinsurance and Deductibles as indicated on the Member's identification card and/or as verified with Customer Care. Balance billing occurs when a Member receives a bill from a Provider for services that are covered by Sharp Health Plan. Under the Knox Keene Act of 1975, health plan enrollees are not liable to a Provider contracted with the Plan for any sums owed to the Provider by the Plan. Plan Providers are prohibited by state law from billing Members for services covered by the Plan. For example, if Sharp Health Plan denies a claim for a Covered Benefit because the claim was submitted after the submission deadline, the Provider may appeal the denial to the Plan, but may not bill the Member for the services regardless of the outcome of the appeal.

The California Supreme Court, in the case of *Prospect Medical Group, Inc. v. Northridge Emergency Medical Group, et al.*, issued a ruling in January of 2009 which makes it unlawful for physicians to bill emergency-room patients for the difference between their billed charges and what the health plan has paid for the out-of-network care received by the health plan's Member. Providers may contact the department identified in your EOB/Remittance Advice to submit a Provider payment dispute relating to the claim in question.

Plan Providers may not seek additional payment from Sharp Health Plan enrollees beyond those authorized in the Plan description. At no time should Members be balanced billed for appropriately authorized Covered Benefits. For services that are not covered under the Plan, the Member should be notified in advance that the service is not covered and that the Member will be responsible for payment in full for that service.

Sharp Health Plan has a systematic process to assist Providers and Members with balance billing questions. In most cases, Members are informed that they are receiving a statement from Providers while billing between the Provider and Sharp Health Plan is in process. Please help us ensure that balance billing is not initiated when Plan payment is expected. For assistance with specific Member issues and claims status, Providers may contact Sharp Health Plan at 1-858-499-8300, or toll-free at 1-800-359-2002, or email

customer.service@sharp.com. We are available to assist you Monday through Friday from 8 a.m. to 6 p.m.

Bills for Prenatal Genetic Testing

The California State Genetic Diseases Branch is responsible for conducting prenatal genetic testing and newborn screening for all births in California. Unfortunately, the State does not collect information about the Member's insurance when the tests are conducted. As a result, every woman who has the prenatal tests conducted receives bills from the State for the services.

These tests are Covered Benefits for Sharp Health Plan Members. Providers should encourage Members to forward the bills they receive to the Plan at the following address or Fax number, so the claims can be paid.

Sharp Health Plan
Attn: Claims Research
8520 Tech Way, Suite 200
San Diego, CA 92123 Fax:
858-636-2276

It is important that Members not ignore the bills from the Genetic Diseases Branch. If they remain unpaid, the billed amounts will be deducted from any tax refund due to the Member from the state.

Dispute Resolution

A Provider dispute is a Provider's written notice to Sharp Health Plan:

- Challenging, appealing, or requesting reconsideration of a claim that has been denied, adjusted, or contested; or
- Seeking resolution of a billing determination or other contract dispute; or
- Disputing a request for reimbursement of an overpayment of a claim.

Sharp Health Plan's Provider Dispute Resolution Form can be found on www.SharpHealthPlan.com/for-providers/forms-and-materials. Providers without Internet access can contact Customer Care at 1-858-499-8300, toll-free at 1-800-359-2002, or email customer.service@sharp.com to obtain a copy.

Provider disputes must be received by Sharp Health Plan within 365 days from Sharp Health Plan's action that led to the dispute (or the most recent action if there are multiple actions).

In the case of Sharp Health Plan's inaction, Provider disputes must be received by Sharp Health Plan within 365 days after the Plan's time for contesting or denying a claim (or most recent claim if there are multiple claims) has expired.

Sharp Health Plan will issue a written determination stating the pertinent facts and explaining the reasons for its determination within 45 working days after the date of receipt of the Provider dispute or the amended provider dispute. If the Provider dispute or amended Provider dispute involves a claim and is determined in whole or in part in favor of the Provider, Sharp Health Plan will pay any outstanding monies determined to be due, and all interest and penalties required by law or regulation, within five (5) working days of the issuance of the written determination.

Sharp Health Plan has posted a notice of claim settlement practices and provider dispute resolution on www.SharpHealthPlan.com. Please review the notice in its entirety. It is intended to inform you of your rights, responsibilities, and related procedures as they relate to claim settlement practices and Provider disputes.

Claim Acknowledgement



(858) 499-8300 – 8520 Tech Way, Suite 200 - San Diego, CA 92123 - Fax (858) 499-8244

02/02/2001
471*12345_1234567_1_0

Anthony P. Treatment, M.D.
9900 Medical Dr. STE 100
San Diego, CA 92000

Claims Acknowledgement

This form acknowledges claims received within the last seven days by Sharp Health Plan. This acknowledgement only serves to notify you that the claim was received. It does not guarantee claim payment. For questions regarding this receipt, please call Sharp Health Plan. All clean claims for Sharp Health Plan Members will be processed in 45 working days (60 calendar days) of receipt. For all acknowledged claims, please allow 60 calendar days for processing before inquiring about claims status.

<i>Patient Name</i>	<i>Claim #</i>	<i>Account #</i>	<i>Date</i>	<i>Billed Amount</i>	<i>Received Date</i>
MEMBER, JACK	5123456	TRE0000123456	01/01/2001	\$720.00	01/20/2001

Remittance Advice Summary

Remittance Advice Summary													Page 1	
Sort														
TREATMENT M.D., ANTHONY P. 9900 MEDICAL DR STE 100 SAN DIEGO, CA 92000				SHARP HEALTH PLAN 8520 Tech Way SUITE 200 SAN DIEGO, CA 92123 Tax ID #: 33-0609888 Check #: 1100157126									Run No: 271	
Provider: ANTHONY P. TRATMENT, M.D.														
From Date	To Date	Proc Code	Procedure Mod Description	Disa	Tot Cms	Amount Billed	Non Covered	Contract Adjustment	Coinsured	Amount Allowed	Deduct Copay Coins	COB	Withhold	Net Payable
Patient: Member, Jack			Member # 12345678X *01	Plan : Sharp Health Plan HMO MEDICAL PLANS				1100SPA						
01/15/2001	01/15/2001	99213	OV.EXP.PROB FOCSD,LOW	401.9		60.00	0.00	0.00	0.00	60.00	10.00	0.00	0.00	50.00
01/15/2001	01/15/2001	71020	XR.CHEST 2 VIEWS-PA	401.9		40.00	0.00	0.00	0.00	40.00	0.00	0.00	0.00	40.00
Claim 12345, Account# 0009876 totals:						100.00	0.00	0.00	0.00	100.00	10.00	0.00	0.00	90.00
01/01/2001	01/05/2001	44950	APPENDECTOMY 315 CONTRACT ADJUSTMENT	541		900.00	0.00	180.00	0.00	720.00	0.00	0.00	0.00	720.00
Claim 12345, Account# 0009876 totals:						900.00	0.00	180.00	0.00	720.00	0.00	0.00	0.00	720.00
Provider totals:				2		1000.00	0.00	180.00	0.00	720.00	0.00	0.00	0.00	<u>\$10.00</u>
Payable total:														\$10.00
Remittance total:				2		1000.00	0.00	180.00	0.00	720.00	0.00	0.00	0.00	<u>\$10.00</u>
Payable total:														
<p>Provider disputes for dates of service on or after January 1, 2004 must be submitted to Sharp Health Plan within 365 days of the date of this Remittance Advice. If the dispute is regarding a claim it must contain, at a minimum: provider name, provider identification number, provider contract information, date of service, clear identification of the disputed item, and a clear explanation of the basis upon which you believe the payment amount, request for reimbursement for overpayment of claim, contest, denial, adjust, or other action is incorrect. Dispute requests must be accompanied by the Provider Dispute Resolution.</p> <p>If the dispute involves an enrollee, or group of enrollees, the name and identification number (s) of the enrollee, or enrollees, clear explanation of the disputed item, including the date of service, provider's position on the dispute. And an enrollee's written authorization for the provider to represent said enrollee(s). Multiple "like" claims disputed must be accompanied by the Multiple "Like" Claim Request form, available at www.SharpHealthPlan.com or by calling (858) 499-8300.</p> <p>Please mail the dispute to: PROVIDER DISPUTE RESOLUTION DEPT SHARP HEALTH PLAN 8520 Tech Way, Ste. 200 SAN DIEGO, CA 92123</p>														

Remittance Advice Terms

Glossary of Remittance Advice Terms:



Abbreviation	Definition
From Date	The date services began
To Date	The last date services were provided
Proc Code	Procedure Code, code used to identify the procedure performed
Procedure Mod Description	Procedure Modifier Description, description of modifier used to further identify the procedure
Tot Clm	Total Claim, the total billed amount for the claim
Amount Billed	The amount billed for the claim line
Non Covered	The amount that is not covered for the claim line
Contract Adjustment	Payment adjustments made to the claim line
Capitated	Amount of billed charges applied to capitation payments
Amount Allowed	Allowed amount for the claim line
Deduct Copay Coins	Deduct Copay/Coinsurance, amount deducted from the Allowed Amount for the patient's applicable copayment
COB	Coordination of Benefits, amount deducted from the Allowed Amount that was paid by primary payer
Withhold	Any monies that are subject to being withheld by the Plan
Net Payable	Total payable amount for the claim line

Glossary

Term	Definition
Active Labor	<p>An Emergency Medical Condition that results in a labor at a time at which any of the following would occur:</p> <ol style="list-style-type: none"> 1. A woman experiences contractions. (A woman experiencing contractions is presumed to be in true labor unless a physician or qualified individual certifies after a reasonable time of observation that the woman is in false labor.); 2. There is inadequate time to effect a safe transfer to another hospital prior to delivery; or 3. A transfer may pose a threat to the health and safety of the patient or the unborn child.
Activities of Daily Living (ADLs)	<p>The basic tasks of everyday life, such as eating, bathing, dressing, toileting, and transferring (e.g., moving from the bed to a chair).</p>
Appeal	<p>A written or oral expression requesting a re-evaluation of a specific determination made by the Plan or any of its authorized Subcontractors (Plan Medical Groups). The determination in question may be a denial or modification of a requested service. (It may also be called an adverse benefit determination.)</p>
Authorization	<p>Approval by the Member's Plan Medical Group (PMG) or the Plan for Covered Benefits. (An Authorization may also be called a pre-service claim.)</p>
Authorized Representative	<p>An individual designated by the Member to receive Protected Health Information about the Member for purposes of assisting with a claim, Appeal, Grievance, or other matter. The Authorized Representative must be designated by the Member in writing on a form approved by Sharp Health Plan.</p>

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Chronic Condition	A medical condition due to a disease, illness, or other medical problem or medical disorder that is serious in nature and that persists without full cure, or worsens over an extended period of time, or requires ongoing treatment to maintain remission or prevent deterioration.
Coinsurance	The portion of the cost of a covered health care service, calculated as a percent (for example, 20%) that is the financial responsibility of the Member. The Member pays coinsurance plus any deductibles owed. For example, if the Plan's allowed amount for an office visit is \$100 and the Member has met the deductible, the coinsurance payment of 20% would be \$20.
Copayment	A fee that a Plan Provider or its subcontractors may collect directly from a Member, and which a Member is required to pay, for a particular Covered Benefit at the time service is rendered.
Covered Benefits	Medically Necessary services and supplies that Members are entitled to receive under an employer group or individual agreement, and which are described in the Member Handbook.
Deductible	The amount a Member must pay in a calendar year under some plans for certain Covered Benefits before the Plan will start to pay for those Covered Benefits in that calendar year. Once the Member has met either the family or individual yearly Deductible, the Member pays the applicable Copayment or Coinsurance for Covered Benefits, and the Plan pays the rest.

Term	Definition
Dependent	An enrollee's legally married spouse, domestic partner or child (including an adopted child or stepchild), who meets the eligibility requirements set forth in the Member Handbook, who is enrolled in the Plan, and for whom the Plan receives premiums.
Disposable Medical Supplies	Medical supplies that are consumable or expendable in nature and cannot withstand repeated use by more than one individual, such as bandages, elastic bandages, incontinence pads, and support hose and garments.
Domestic Partner	<p>A person who has established a domestic partnership as described in Section 297 of the California Family Code by meeting all of the following requirements.</p> <ol style="list-style-type: none"> 1. Both persons agree to be jointly responsible for each other's basic living expenses incurred during the domestic partnership. 2. Neither person is married or a Member of another domestic partnership. 3. The two persons are not related by blood in a way that would prevent them from being married to each other in this state. 4. Both persons are at least 18 years of age. 5. Both persons are capable of consenting to the domestic partnership. 6. Either of the following: <ol style="list-style-type: none"> a. Both persons are Members of the same sex. b. One or both of the persons meet the eligibility criteria under Title II of the Social Security Act as defined in 42 U.S.C. Section 402(a) for old-age insurance benefits or Title XVI of the Social Security Act as defined in 42 U.S.C. Section 1381 for aged individuals. Notwithstanding any other provision of this

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	<p>section, persons of opposite sexes may not constitute a domestic partnership unless one or both persons are over the age of 62.</p> <ol style="list-style-type: none"> 7. Neither person has previously filed a Declaration of Domestic Partnership with the Secretary of State pursuant to this division that has not been terminated under Section 299. 8. Both file a Declaration of Domestic Partnership with the Secretary of State pursuant to this division. <p>If documented in the agreement with Sharp Health Plan, Domestic Partner also includes individuals who meet criteria 1–5 above and who sign an affidavit attesting to that fact.</p>
Drug Formulary (Drug List)	<p>The continuously updated list of drugs that are covered by the Plan. A Drug Formulary enhances quality of care by encouraging the use of those prescription medications that are demonstrated to be safe and effective, and produce superior patient outcomes. The Drug Formulary consists of brand and generic drugs. Prescription drugs must be dispensed in generic form when one is available, provided that no medical contraindication exists. Brand-name drugs are charged a higher Copayment. Medications that are not listed on the Drug Formulary are not covered, unless Authorized by the Plan.</p>
Durable Medical Equipment	<p>Medical equipment appropriate for use in the home which is intended for repeated use; is generally not useful to a person in the absence of illness or injury, and primarily serves a medical purpose.</p>
Emergency Medical Condition	<p>A medical condition, manifesting itself by acute symptoms of sufficient severity, including severe pain, such that a reasonable lay person could reasonably expect the absence of immediate attention to result in placing the patient’s health in jeopardy, serious</p>

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	impairment to bodily functions, or serious dysfunction of any bodily organ or part.
Emergency Services	Covered Benefits, including Emergency Services and Care, provided inside or outside the Service Area that are medically required on an immediate basis for treatment of an Emergency Medical Condition.
Emergency Services and Care	<ol style="list-style-type: none"> 1. Medical screening, examination, and evaluation by a physician, or, to the extent permitted by applicable law, by other appropriate personnel under the supervision of a physician, to determine if an Emergency Medical Condition or Active Labor exists and, if it does, the care, treatment, and surgery by a physician if necessary to relieve or eliminate the Emergency Medical Condition, within the capability of the facility; and 2. An additional screening, examination, and evaluation by a physician, or other personnel to the extent permitted by applicable law and within the scope of their licensure and clinical privileges, to determine if a psychiatric Emergency Medical Condition exists, and the care and treatment necessary to relieve or eliminate the psychiatric Emergency Medical Condition within the capability of the facility.
Employer	Any person, firm, proprietary or nonprofit corporation, partnership, or public agency that is actively engaged in business or service, which was not formed primarily for purposes of buying health care service plan contracts and in which a bona fide employer-employee relationship exists.
Grievance	A written or oral expression of dissatisfaction regarding the Plan and/or Provider, including quality of care concerns.

Term	Definition
Health Plan Benefits and Coverage Matrix	<p>A list of the most commonly used Covered Benefits and applicable Copayments for the specific benefit plan purchased by the Employer. Members receive a copy of the Health Plan Benefits and Coverage Matrix along with the Member Handbook. The Health Plan Benefits and Coverage Matrix may also be called the Summary of Benefits.</p>
Maintenance Drugs	<p>Medications that represent drugs necessary for Members with chronic, potentially life threatening illnesses that are used by the majority of Members and that the P&T Committee determines can be supplied for up to a 90 day supply perfill.</p>
Medically Necessary	<p>A treatment or service necessary to protect life; to prevent illness or disability; to diagnose, treat, or control illness, disease, or injury; or to alleviate severe pain. The treatment or service should be:</p> <ol style="list-style-type: none"> 1. Based on generally accepted clinical evidence; 2. Consistent with recognized standards of practice; 3. Demonstrated to be safe and effective for the Member's medical condition; and 4. Provided at the appropriate level of care and setting based on the Member's medical condition. <p>For the purposes of mental health or substance uses disorders, Medically Necessary means a service or product addressing the specific needs of that patient, for the purpose of preventing diagnosing, or treating an illness, injury, condition, or it's symptoms, including minimizing the progression of that illness, injury, condition, or its symptoms in a manner that is all of the following:</p>

Term	Definition
	<ol style="list-style-type: none"> 1. In accordance with generally accepted standards of mental health and substance use disorder care; 2. Clinically appropriate in terms of type, frequency, extent, site and duration; and 3. Not primarily for the economic benefit of the plan or Members, or for the convenience of the patient, treating physician or other health care provider. <p>Mental Health and Substance Use Disorders (“MHSUD”) means a mental health condition or substance use disorder that falls under any of the diagnostic categories listed in the mental and behavioral disorders chapter of the most recent edition of the International Classification of Diseases or that is listed in the most recent version of the Diagnostic and Statistical Manual of Mental Disorders. Changes in terminology, organization, or classification of mental health and substance use disorders in future versions of the American Psychiatric Association’s Diagnostic and Statistical Manual of Mental Disorders or the World Health Organization’s International Statistical Classification of Diseases and Related Health Problems shall not affect the conditions covered by this section as long as a condition is commonly understood to be a mental health or substance use disorder by health care providers practicing in relevant clinical specialties</p>
Member	An individual, who has enrolled in the Plan under the provisions of an employer group or individual plan agreement and for whom the applicable premiums have been paid.

Term	Definition
Out-of-Area	<p>Services received while a Member is outside the Service Area. Out-of-Area coverage includes Urgent or Emergent services for the sudden onset of symptoms of sufficient severity to require immediate medical attention to prevent serious deterioration of a Member's health resulting from unforeseen illness or injury or complication of an existing condition, including pregnancy, for which treatment cannot be delayed until the Member returns to the Service Area. Out-of-Area medical services will be covered to meet the Member's immediate medical needs. Applicable follow-up for the Urgent or Emergent service must be Authorized by Sharp Health Plan and will be covered until it is prudent to transfer the Member's care into the Plan's Service Area.</p>
Plan	<p>Sharp Health Plan.</p>
Plan Hospital	<p>An institution licensed by the State of California as an acute care hospital that provides certain Covered Benefits to Members through an agreement with the Plan and that is included in the Member's Plan Network.</p>

Term	Definition
<p>Plan Medical Group (PMG)</p>	<p>A group of physicians, organized as or contracted through a legal entity, that has met the Plan’s criteria for participation, and has entered into an agreement with the Plan to provide and make available Professional Services and to provide or coordinate the provision of other Covered Benefits to Members on an independent contractor basis, and that is included in the Member’s Plan Network.</p>
<p>Plan Network</p>	<p>The network of providers selected by the Employer Group or the Member, as indicated on the Member Identification Card.</p>
<p>Plan Pharmacy</p>	<p>Any pharmacy licensed by the State of California to provide outpatient prescription drug services to Members through an agreement with the Plan. Plan Pharmacies are listed in the Provider Directory.</p>
<p>Plan Physician</p>	<p>Any doctor of medicine, osteopathy, podiatry, or dental surgery licensed by the State of California who has agreed to provide Professional Services to Members, either through an agreement with the Plan or as a Member of a PMG, and who is included in the Member’s Plan Network.</p>

Term	Definition
Plan Providers	The physicians, hospitals, Skilled Nursing Facilities, home health agencies, pharmacies, medical transportation companies, laboratories, X-ray facilities, Durable Medical Equipment suppliers, and other licensed health care entities or professionals that are included in the Member's Plan Network and which or who provide Covered Benefits to Members through an agreement with the Plan or PMG.
Primary Care Physician (PCP)	A Plan Physician, possibly affiliated with a PMG, who is chosen by or for a Member from the Member's Plan Network; and who is primarily responsible for supervising, coordinating, and providing initial care to the Member, maintaining the continuity of Member's care, and providing or initiating referrals for Covered Benefits for the Member. Primary Care Physicians include general and family practitioners, internists, pediatricians, and qualified OB-GYNs who have the ability to deliver and accept the responsibility for delivering primary care services.
Professional Services	Professional diagnostic and treatment services which are listed in the Member Handbook and supplemental benefits brochures, if applicable, and are provided by Plan Physicians and other health professionals.
Provider Directory	A listing of Plan-approved physicians, hospitals, and other Plan Providers, which is updated periodically.
Qualified Health Professional	A primary care physician (PCP), or a specialist who is acting within his or her scope of practice and who possesses a clinical background, including training and expertise, related to a particular illness, disease or condition, or conditions associated with the request for a second opinion

Term	Definition
<p>Serious Emotional Disturbance (SED)</p>	<p>One or more mental disorders as identified in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders, to include Rett’s Disorder, Childhood Disintegrative Disorder, Asperger’s Disorder and other pervasive developmental disorders not otherwise specified (including Atypical Autism), in accordance with diagnostic and statistical manual for Mental Disorders–IV-Text revisions (July 2000), other than a primary substance use disorder or developmental disorder, that result in behavior inappropriate to the child’s age according to expected developmental norms. One or more of the following must also be true:</p> <ol style="list-style-type: none"> 1. As a result of the mental disorder, the child has substantial impairment in at least two of the following areas: self-care, school functioning, family relationships, or ability to function in the community and either of the following occur: <ol style="list-style-type: none"> a. The child is at risk of removal from the home or has already been removed from the home; or b. The mental disorder and impairments have been present for more than six months or are likely to continue for more than one year if not treated; 2. The child displays one of the following: psychotic features, risk of suicide, or risk of violence due to a mental disorder; or 3. The child meets special education eligibility requirements under Chapter 26.5 (commencing with Section 7570) of Division 7 of Title 1 of the Government Code.

Term	Definition
Service Area	The geographic area in which Sharp Health Plan is licensed to provide health services, as approved by the California Department of Managed Health Care.
Severe Mental Illness	One or more of the following nine disorders in persons of any age: schizophrenia, schizoaffective disorder, bipolar disorder (manic depressive illness), major depressive disorders, panic disorder, obsessive-compulsive disorder, pervasive developmental disorder or autism, anorexia nervosa, bulimia nervosa.
Skilled Nursing Facility (SNF)	A comprehensive free-standing rehabilitation facility or a specially designed unit within a hospital licensed by the state of California to provide skilled nursing care.
Subscriber	The individual enrolled in the Plan for whom the appropriate premiums have been received by Sharp Health Plan, and whose status, except for family dependency, is the basis for enrollment eligibility.
Totally Disabled	A Member who is incapable of self-sustaining employment by reason of a physically or mentally disabling injury, illness, or condition, and who is chiefly dependent upon the Subscriber for support and maintenance. The determination as to whether a Member is Totally Disabled will be made based upon an objective review consistent with professionally recognized medical standards.
Urgent Care Services	Services intended to provide urgently needed care in a timely manner when the PCP has determined that the Member requires these services, or the Member is Out-of-Area and requires Urgent Care Services. UrgentCare Services means those services performed, inside or outside the Plan's Service Area, which are medically required within a short time frame, usually within twenty-four (24) hours, in order to prevent a serious deterioration of a Member's health due to an illness or injury or complication of an existing condition, including pregnancy, for which treatment cannot be delayed.

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	Urgently needed services include maternity services necessary to prevent serious deterioration of the health of the Member or the Member's fetus, based on the Member's reasonable belief that she has a pregnancy-related condition for which treatment cannot be delayed until the Member returns to the Service Area.
Utilization Management	The evaluation of the appropriateness, medical need, and efficiency of health care services and facilities according to established criteria or guidelines and under the provisions of the applicable health benefits plan.