



November 6, 2018

Dear Sharp Health Plan Provider:

This letter serves as notice to you that the following fee schedules may be used as the basis for our payment to you as a Sharp Health Plan provider.

Please refer to the most recent Appendix or Attachment of your agreement with Sharp Health Plan for your reimbursement terms. If your agreement is based on the Medicare Fee Schedule, it is available online at: <http://www.cms.gov/FeeScheduleGenInfo/> and the Durable Medical Equipment Fee Schedule (DMEPOS) is available at www.noridianmedicare.com.

If you have any questions about your contract rates, please contact us within 30 days at:

Contracts Department
Phone: (858) 499-8073
Fax: (858) 499-8246

Furthermore, via the Sharp Health Plan Provider Webpage, <https://www.sharphealthplan.com/index.php/providers/>, providers can obtain the following helpful information:

- Provider Operations Manual
- Language Assistance Program
- Verification of Patient Eligibility
- Verification of Claims Status
- Provider Dispute Resolution Practices

At Sharp Health Plan, we make utilization management decisions based only on appropriateness of care and service (after confirming health coverage). The doctors and nurses who conduct utilization reviews are not rewarded for denials of care or service and there are no incentives for utilization management decision-makers that encourage decisions resulting in underutilization of health care services.

Should you have any questions or concerns in regards to either claim acknowledgement or claims status information, please contact Customer Care at 1-800-359-2002. We are available to assist you 8 a.m. to 6 p.m., Monday to Friday.

Sincerely,

A handwritten signature in cursive script that reads "Angelica Williams".

Angelica Williams
Contracts Specialist
Email: Angelica.williams@sharp.com