



News Flash



Enhancements to Sharp Health Plan's Interactive Voice Response System Now Live

To: Sharp Health Plan Independently Contracted PCPs & Facilities
Attn: Providers & Provider Office Staff
From: Sharp Health Plan
Date: July 11, 2018
Subject: **Caller authentication & greater self-service functionality now available**

Attention Provider Partners,

Sharp Health Plan has updated our customer care interactive voice response (IVR) system to increase callers' access to self-service tools over the phone, and help decrease call wait times.

Important Updates for Providers:

- ***New provider line:*** We've added a dedicated line that allows you to skip the main menu and get to the information you need quicker. The new, dedicated provider line is 1-858-499-8200. *Please note that our main customer care lines have not changed. You can still call 1-858-499-8300 or 1-800-359-2002 and access the provider menu if desired.*
- ***Provider authentication:*** You will be asked to enter your NPI number. Your NPI will help us better assist you by having access to important caller information.
- ***Greater self-service functionality:*** You will have access to additional self-service tools over the phone. You'll now be able to verify patient eligibility, check PCP, specialist, urgent care and hospital copays, and individual deductibles.

Important Updates for Sharp Health Plan Members:

- ***Member authentication:*** When calling our main customer care lines, members will be asked to enter their Sharp Health Plan member identification number and date of birth. This information will allow us to authenticate the member, and connect them with the right customer care agent faster.
- ***Greater self-service functionality:*** Members will have access to additional, self-service tools. They will be able to verify their eligibility, check their PCP, specialist, urgent care and hospital copays, and individual deductibles. Access to this is also available online at sharphealthplan.com/login.

If you have any questions, please contact our provider relations team at 1-858-499-8330, or email us at provider.relations@sharp.com. We are available to assist you Monday – Friday, 8 a.m. to 5 p.m.

Warm regards,

Mary Betlejewski
Manager, Network Development & Performance

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