



Important Provider Update

To: Sharp Health Plan Providers
Attn: Providers & Provider Office Staff
From: Sharp Health Plan
Date: September 28, 2018
Subject: **Provider Operations Manual for Commercial Plans
(Effective 1/1/2019)**

Sharp Health Plan revised its Provider Operations Manual (POM) for Commercial Plans. The updated version of this document will be available January 1, 2019 on our website under the "For Providers" section at www.SharpHealthPlan.com/for-providers/provider-operations-manual.

Noted below are key changes to the 2019 POM:

Section I – Introduction and Overview: Updated Commercial Quick Reference Guide, page 9
Section II – Sharp Health Plan Benefits: Renamed to American Specialty Health Plan (ASH), page 20
Section IV – Member Services: Member Grievance and Appeals Form, pages 38-39
Section V – Provision of Professional Services: Group Practice Termination of Participating Provider, page 46, New Amendment to Member Medical Record, page 49, Revised Dates to Provider's Response to Directory Verification Inquiries, page 51, New Notification to Authorities and Plan Provider's Appeal Rights, page 55, New Provider-Initiated Member Dismissal Process and Form, pages 59-62
Section VIII – Quality Improvement: Clinical Practice and Preventive Health Guidelines, page 90

In addition to the above, please note other information available in the POM:

- Interpreter Services and Member Rights and Responsibilities, page 34
- Member Grievances and Appeals, page 36
- Plan Provider Responsibilities, page 43
- Provider Responsibilities for Cultural and Linguistically Services, page 63
- Utilization Management Program, page 64, Utilization Review, page 67
- UM Contact Information, page 68, Communication to Providers, page 70
- Case Management Programs, page 72, Disease Management, page 74
- Drug List and Pharmacy Management Procedures, page 75, Tiered Copay Programs, page 76
- Quality Improvement Program, page 83
- Claims and Encounters, page 96

If you have any questions, please contact Sharp Health Plan Provider Relations at (858)499-8330 or email provider.relations@sharp.com.

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