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News Flash

To: **Sharp Health Plan Providers**
Attn: **Office Manager/Office Administrator**
From: **Sharp Health Plan**
Date: **September 27, 2019**
Subject: **Important Reminder – Annual After-Hours Survey Begins Oct. 7, 2019**

In accordance with Department of Managed Health Care (DMHC) regulations, Sharp Health Plan will be administering an annual survey of our contracted providers' after-hours telephone access. This survey will confirm that members who call providers after normal business hours receive appropriate messaging and access to care.

This year, Sharp Health Plan staff will call a random sampling of primary care and behavioral health providers from each of our contracted medical groups and independent network. **The surveys will be conducted on weekdays between the hours of 5 p.m. and 8 a.m., from Oct. 7 – Oct. 25, 2019.** We kindly ask you to ensure that your providers' telephone systems, answering services and after-hours staff are set up and trained to be compliant with the standards as outlined below:

Emergency Instructions

Members that call a provider'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 a 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 when calling a provider's office after normal business hours and have non-emergency situations that cannot wait until the next business day **must** receive one of the following instructions:

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

As a reminder, After Hours Access standards and other important information can be found in our Provider Operations Manual online at sharphealthplan.com/for-providers/provider-operations-manual. If you have questions, please contact Sharp Health Plan Provider Relations at 1-858-499-8330 or email us at provider.relations@sharp.com. We are available to assist you Monday through Friday from 8 a.m. to 5 p.m.

Thank you,

Mary Betlejewski
Manager, Network Development & Performance

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