



8520 Tech Way, Suite 200  
San Diego, CA 92123



## News Flash

To: Sharp Health Plan Providers  
Attn: Providers & Provider Office Staff  
From: Sharp Health Plan  
Date: June 25, 2019  
Subject: **Revision- Provider Operations Manual for Commercial Plans  
(Effective 7/1/2019)**

Sharp Health Plan has revised the Provider Operations Manual (POM) for Commercial Plans. An updated version of this document is available on our website under the "For Providers" section at [www.SharpHealthPlan.com/for-providers/provider-operations-manual](http://www.SharpHealthPlan.com/for-providers/provider-operations-manual). Please note the following important updates:

- **Section I – Introduction and Overview:**
  - *New* - California Mental Health Parity Law, page 16
  - *New* - Maternal Mental Health, page 16
  - *New* - Autism Services, page 16
- **Section III – Member Enrollment:**
  - *New* - Eligibility Verification, page 25
- **Section V – Provision of Professional Services:**
  - *New* - Number and Distribution of Primary, Specialists, Ancillary providers and Hospitalist, page 58
  - *Updated* - Re-Credentialing, page 56
  - *New* - After Hours Telephone Access for Primary Care Physicians and Behavioral Health Practitioners, page 60
- **Section VI – Utilization Management:**
  - *Update* – Referral and Authorization Process - Medical and Behavioral Health Services, page 69
- **Section VIII – Quality Improvement:**
  - *Updated* - Quality Measurement, page 90
  - *New* - HEDIS Medical Record Review, page 93
  - *Updated* - Clinical Practice and Preventive Health Guidelines, page 94

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

Thank you,

Mary Betlejewski  
Manager, Network Development and Performance  
Sharp Health Plan

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