



8520 Tech Way, Suite 200
San Diego, CA 92123

**IMPORTANT PLAN INFORMATION,
PLEASE READ.**



News Flash

To: Sharp Health Plan Provider Offices
Attn: Office Managers
From: Sharp Health Plan
Date: Oct. 21, 2019
Subject: **Please check your mail, important information is on the way**

Attention Office Managers:

We recently mailed you a letter with important information regarding our pharmacy benefit manager, and changes to our pharmacy network and formulary for next year. For your convenience, we have attached a summary of this information.

Please check your mail. If you don't receive our letter within the next week, contact Provider Relations at provider.relations@sharp.com or 1-858-499-8330 so that we can re-send you the information. Provider Relations is available to assist you Monday through Friday, 8 a.m. to 5 p.m.

For all other questions, please email customer.service@sharp.com or call Customer Care at 1-858-499-8300 or 1-800-359-2002. Customer Care is available to assist you Monday through Friday, 8 a.m. – 6 p.m.

Thank you,

Mary Betlejewski
Manager, Network Development & Performance

NOTICE: The information contained in this message may be privileged and confidential and is only for the use of the individual or entity named on this coversheet. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver the message to the intended recipient, the reader is hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please notify Sharp Health Plan immediately and destroy all information received.



Announcing a new pharmacy benefit manager

CVS Caremark®, the prescription benefit management subsidiary of national health care leader CVS Health®, will be our new pharmacy benefit manager (PBM) effective Jan. 1, 2020.

To help ensure this is a smooth transition for you and your patients, please do the following:



- Review patient impact reports from Sharp Health Plan.
- Download the 2020 formulary at sharphealthplan.com/search-drug-list.
- Check the 2020 formulary before prescribing new drugs through the end of the year. When possible, prescribe drugs that are on both our 2019 and 2020 formulary.



- Review follow-up patient impact report from Sharp Health Plan.
- Assist patients with questions about the new formulary, especially those who are taking drugs that may be negatively impacted.
- Sign-up for CoverMyMeds® and/or Surescripts® if you want to use these electronic tools, and complete any necessary training.



- Submit new pharmacy prior authorization and exception requests as needed.
- Use the new pharmacy appeals form and contact information when submitting pharmacy appeals.
- Write new prescriptions for Medicare patients who may need them when setting-up their CVS Caremark Mail Service Pharmacy accounts.
- Write new prescriptions for patients who may need them for setting up their CVS Specialty™ accounts for drugs newly classified as specialty on the 2020 formulary.
- Call the new, dedicated helpline for any pharmacy-related questions. The number will be shared in follow-up communications.

Questions?

Please visit our website at sharphealthplan.com/pbmproviders, or contact Provider Relations at provider.relations@sharp.com or 1-858-499-8330.

