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News Flash

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: Oct. 25, 2019
Subject: Provider Operations Manual for Commercial Plans — EFFECTIVE JAN. 1, 2020

Starting 1/1/2020, our 2020 Provider Operations Manual (POM) for commercial plans will be available online at sharphealthplan.com/for-providers/provider-operations-manual through our website. Below are important updates to the 2020 POM:

2020 POM Sections	Important Updates	Page #
I. Introduction / Overview	Resource Guide	8
	Health Care Fraud, Waste & Abuse Prevention	15
II. Sharp Health Plan Benefits	Global Emergency Services	22
	MinuteClinic	23
	Specialty Pharmacy Services	23
	Vision Service-Pediatric	24
III. Member Enrollment / Eligibility	Member ID Cards	30
IV. Member Services	Customer Care	39
VII. Pharmacy Benefit Services	Pharmacy & Therapeutics (P&T) Committee	83
	Tiered Copay Program	84
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	Emergency Supply	86
	Coverage Determination Notification Process	90
	Pharmacy Benefits Manager (PBM)	91
	Medication Restrictions	92
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In addition to the above, please note other information available in the POM and their page numbers:

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Please contact Sharp Health Plan Provider Relations by email at provider.relations@sharp.com or by phone at 1-858-499-8330 if you have any questions. Thank you for being our partner in health.

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