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Provider Alert

To: Sharp Health Plan Providers
Attn: Office Manager/Office Administrator
From: Sharp Health Plan
Date: September 30, 2020
Subject: Important Reminder – Annual After-Hours Survey

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

The survey will be conducted on weekdays between the hours of 5 p.m. and 8 a.m. from October 1 through December 31. 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 on www.sharphealthplan.com/for-providers/provider-operations-manual. If you have any questions, please contact our Provider Relations team at (858)499-8330 or provider.relations@sharp.com.

Best regards,

Yolanda Hunt-Boes

Yolanda Hunt-Boes
Manager, Network Development and Application Optimization

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