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# Provider Alert

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To: Sharp Health Plan Providers  
Attn: Providers & Provider Office Staff  
From: Sharp Health Plan  
Date: January 15, 2020  
Subject: **Convenient Self-Service Options for Verifying Patient Eligibility**

Attention Provider Partners,

For your convenience, Sharp Health Plan offers several easy ways to check patient eligibility online and over the phone. The following self-service options are available 24/7. After authenticating yourself, you'll need to provide the patient's member ID number and date of birth.

**Self-service options for checking patient eligibility:**

- **Sharp Connect:** Our provider portal offers convenient access to verify patient eligibility online. You can also check primary care physician, specialist, urgent care and hospital copays, and individual deductibles. Visit [sharphealthplan.com/login](http://sharphealthplan.com/login) to log in or request access.
- **Provider Line:** Our dedicated provider line allows you to skip the main menu and get to the information you need quicker. Use your NPI number to verify yourself before checking patient eligibility and copays. Our dedicated provider line is 1-844-483-9014.

Please help us deliver The Sharp Experience and keep our patient service levels high by using our self-service options for checking patient eligibility, and only transferring to a Customer Care representative if you need further assistance.

If you have any questions, please contact our provider relations team at 1-858-499-8330, or email us at [provider.relations@sharp.com](mailto:provider.relations@sharp.com). We are available to assist you Monday – Friday, 8 a.m. to 5 p.m.

Warm regards,

Priscilla Tuck  
Manager, Network Development & Performance

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