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San Diego, CA 92123
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Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: July 2, 2021
Subject: Sharp Health Plan Experience Survey and Recent Updates: Policies and Procedures, Prior Authorization and Provider Operations Manual (Commercial)

Attention Provider Partner:

This notice is to inform you of our upcoming Sharp Health Plan Experience Survey and recent updates to Sharp Health Plan's policies, procedures, behavioral health prior authorization guide and provider operations manual.

Sharp Health Plan Experience Survey

Sharp Health Plan's 2021 Experience Survey is scheduled to run from July 6 – August 27. An email invitation to take the survey will be sent via email to all providers. This survey should take no more than five minutes to complete. Your time and feedback is appreciated!

Accessing Updated Policies and Procedures

The following policies were recently updated with an effective date of March 31, 2021. To access the updated and existing policies and procedures, please log into your Sharp Connect provider portal account at sharphealthplan.com/login and refer to the policies, manuals and guides link.

- Accessibility of Services
- Assessment of Health Delivery Organizations
- Block Transfers
- Clinical Policies- Development and Maintenance (Commercial)
- Clinical Policies- Development and Maintenance (Medicare)
- Commercial Provider Directory
- Compliance Monitoring
- Dental Services & Oral Surgery Services Covered Under Medical Benefit
- Hearing Aids Medicare (Medical)
- HEDIS Medical Record Review
- Immunizations: Non-Routine
- Infertility
- Injectable Medications- Viscous Supplementation
- Obesity- Bariatric Surgery for Adults and Adolescents
- Pharmacogenetic Testing for Drug Metabolism
- Pharmacy Guidelines- Clinical Policies
- Provider Directory Updates
- Provider Notification Form Process
- Quality Improvement Program Reporting
- Reconstructive and Cosmetic Surgery
- Reports of Inaccuracy & Plan Investigation
- Requesting Translation Services
- Scheduling Interpretation Services
- Speech Therapy- Outpatient
- Verification of Practitioner Profile Information



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Behavioral Health Prior Authorization Update

Guidance for prior authorizations for behavioral health and chemical dependency services for commercial patients is outlined in our behavioral health prior authorization request (PAR) guide. This guide has been updated to include the requirement of prior authorization for all genetic testing.

You may click [here](#) to directly access the updated behavioral health prior authorization guide.

To confirm if prior authorization is required, please log into your Sharp Connect provider portal account at sharphealthplan.com/login and refer to the prior authorization guidelines.

As a reminder, all prior authorizations, admissions notifications, face sheets and concurrent reviews related to behavioral health services for commercial patients must be faxed to Sharp Health Plan at 1-619-740-8111.

Commercial Provider Operations Manual Update

An updated [Provider Operations Manual \(POM\)](#) has been posted on sharphealthplan.com. The updated POM includes details on how Sharp Health Plan makes medical necessity determinations for behavioral health services (Section II. Sharp Health Plan Benefits). Additionally, the definition of "Medically Necessary" has been expanded to include behavioral health and substance use disorder criteria and information.

Thank you for your continued partnership in providing the best care possible to our members. If you have any questions, please contact us at provider.relations@sharp.com or 1-858-499-8330. We are available to assist you on weekdays from 8 a.m. to 5 p.m.

Sincerely,

A handwritten signature in cursive script that reads "Yolanda Hunt-Boes".

Yolanda Hunt-Boes, MBA, PMP, PCM
Manager, Network Management and Application Optimization

Please notify Sharp Health Plan immediately if your email address or fax number changes.

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