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# Provider Alert

To: Sharp Health Plan Providers  
Attn: Providers, Provider Office Staff  
From: Sharp Health Plan  
Date: October 25, 2021  
Subject: **Provider Operations Manual for Sharp Direct Advantage Plans - EFFECTIVE JAN. 1, 2022**

Starting 1/1/2021, our 2022 Provider Operations Manual (POM) for Sharp Direct Advantage (Medicare) plans will be effective. You can find it online at [sharphealthplan.com/pom](http://sharphealthplan.com/pom).

Below are important updates to the 2022 POM. For a more detailed summary of changes, please see the below attachment.

2022 POM Sections	Important Updates	Page #
I. Introduction and Provider Experience	Resource Guide	10
II. Member Services, Enrollment and Eligibility	Member ID Cards	22
III. Provisions of Professional services	On-Call Physicians Coverage	30
	Role of the Specialty and Ancillary Provider	30
	Provider Initiated Member Dismissal	32
IV. CMS Regulations	Preclusion List	43
	Medical Records Standards	53
	Health Care Fraud, Waste, and Abuse Prevention	58
	Medicare Part D Prescriber Enrollment Requirement	62
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	Medicare Part D Transition Policy	65
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Medication Therapy Management Program	67	

Please contact Sharp Health Plan Provider Account Management by email at [provider.relations@sharp.com](mailto: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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## 2022 Medicare Provider Operations Manual Summary of Changes

2022 Medicare POM Sections	Sub Sections	Page #	Summary of Changes
Resource Guide	Claims (paid by Sharp Health Plan)	10	<ul style="list-style-type: none"> <li>Claims phone number updated.</li> </ul>
Resource Guide	Fraud, Waste, and Abuse	11	<ul style="list-style-type: none"> <li>New section: Fraud, Waste, and Abuse.</li> <li>Revised email to <a href="mailto:shpcompliance@sharp.com">shpcompliance@sharp.com</a></li> </ul>
Resource Guide	Provider Account Management	12	<ul style="list-style-type: none"> <li>Fax number for Provider Account Management updated throughout the POM.</li> </ul>
Section II: Member Enrollment and Eligibility	Member ID Cards	22	<ul style="list-style-type: none"> <li>New ID card images added.</li> </ul>
Section III. Provisions of Professional Services	On-Call Physicians Coverage	30	<ul style="list-style-type: none"> <li>Addition of language regarding plan medical group affiliation.</li> </ul>
Section III. Provisions of Professional Services	Role of the Specialty and Ancillary Provider	30	<ul style="list-style-type: none"> <li>Addition of language regarding specialist responsibility.</li> </ul>
Section III. Provisions of Professional Services	Provider Initiated Member Dismissal	32	<ul style="list-style-type: none"> <li>Removed section for behavioral health providers which previously stated that behavioral health providers can not dismiss a member.</li> <li>Fax number on Member Dismissal Request Form updated.</li> </ul>



## 2022 Medicare Provider Operations Manual Summary of Changes

2022 Commercial POM Sections	Sub Sections	Page #	Summary of Changes
Section IV. CMS Regulations	Preclusion List	43	<ul style="list-style-type: none"> <li>Preclusion list criteria updated.</li> </ul>
Section IV. CMS Regulations	Medical Records Standards	53	<ul style="list-style-type: none"> <li>Addition of clarifying language regarding medical record standards.</li> </ul>
Section IV. CMS Regulations	Health Care Fraud, Waste, and Abuse Prevention	58	<ul style="list-style-type: none"> <li>Contact email address updated.</li> </ul>
Section IV. CMS Regulations	Medicare Part D Prescriber Enrollment Requirement	62	<ul style="list-style-type: none"> <li>Preclusion list criteria updated.</li> </ul>
Section IV. CMS Regulations	Network Pharmacy	64	<ul style="list-style-type: none"> <li>Removed information regarding mail order.</li> </ul>
Section IV. CMS Regulations	Medicare Part D Transition Policy	65	<ul style="list-style-type: none"> <li>Information regarding 34-day supply updated.</li> </ul>
Section IV. CMS Regulations	How to Request an Exemption	66	<ul style="list-style-type: none"> <li>Approval timeframe updated.</li> </ul>
Section IV. CMS Regulations	Medication Therapy Management Program	67	<ul style="list-style-type: none"> <li>Criteria list updated.</li> <li>MTMP annual cost updated.</li> </ul>