



8520 Tech Way, Suite 200  
San Diego, CA 92123  
1-858-499-8300



# Provider Alert

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**To:** Sharp Health Plan Providers and Provider Office Staff  
**From:** Sharp Health Plan  
**Date:** December 6, 2021  
**Subject:** Behavioral Health Telephone Access Standards Reminder

Attention Provider Partners,

This communication is to remind you about telephone access standards for behavioral health providers. Per § 1300.67.2.2. (Timely Access to Non-Emergency Health Care Services) of the Knox-Keene Act, behavioral health practitioners must ensure callers reach a non-recorded voice within 30 seconds when accessing behavioral health screening and triage services. Telephone abandonment rates shall not exceed five percent (5%) at any time.

More details regarding behavioral health telephone access standards can be found in the [Provider Operations Manual](#) or in Sharp Health Plan's policies and procedures (HS-PN-110), located on [Sharp Connect](#).

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](mailto: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,

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