



Provider Update

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: Monday, December 27, 2021
Subject: **New Process for Eligibility and Claims Bulk Requests in Effect Through Jan. 31, 2022**

This notice is to inform you of a new process to request patient eligibility and claims statuses with Sharp Health Plan. Our Customer Care team is working hard to deliver The Sharp Experience to our new and returning members for 2022, and we're asking all providers to request eligibility and claims statuses with this new process, now through Jan. 31, 2022. Please refer to the following instructions.

For Bulk Patient Verifications of Eligibility and Claims Status

1. Go to sharphealthplan.com/login and log in to your Sharp Connect provider portal account. If you do not have an account, you can register on the website. For assistance, please contact a Provider Account Specialist at the information below.
2. Go to the Eligibility & Benefits section.
 - ▶ **To request verification of eligibility**, choose the Member Eligibility Verification Form.
 - ▶ **To request the status of your claims**, choose the Claims Status Update Form.
3. Fill out the provider section of the appropriate form.
4. Upload your completed form through the Sharp Connect provider portal.
5. You will receive verification via secure email within one (1) business day for member eligibility and within five (5) business days for claims status updates.

For Single Patient Verifications: Please continue to use the provider portal or our dedicated 24/7 provider line at **1-858-499-8200** to check a patient's eligibility with over-the-phone self-service. When you call our provider line, you will be prompted to enter your NPI for authentication. Then select the option to verify eligibility and enter your patient's Sharp Health Plan member ID number.

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 at 1-858-499-8330. We are available to assist you on weekdays from 8 a.m. to 5 p.m.

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