



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



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: November 29, 2021
Subject: Triage and Screening Standards Reminder

Attention Provider Partners,

This is a reminder of the Department of Managed Health Care's standards for triage and screening standards. Sharp Health Plan providers must arrange for the provision of 24/7 triage or screening services by telephone. Telephone triage or screening services must be documented and provided in a timely manner appropriate to the caller's condition. Phone wait-times for triage or screening services cannot exceed 30-minutes.

At a minimum, providers must maintain 24/7 employment of a telephone answering machine/service or office staff that will inform the caller:

- Regarding the length of wait for a return call from the provider (not to exceed 30 minutes)
- How the caller may obtain urgent or emergency care including, when applicable, how to contact another provider who has agreed to be on-call to triage or screen by phone, or if needed, deliver urgent/emergency care.

More details regarding triage and screening standards can be found in the [Provider Operations Manual](#) or in the SHP-HS-PN-110 policy and procedure, available on the [Sharp Connect provider portal](#).

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,

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