



Provider Alert

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: June 29, 2022
Subject: **Provider Operations Manual for Commercial – Update Jun. 29, 2022 – Effective Aug. 31, 2022**

Our 2022 Provider Operations Manual (POM) for commercial plans has been updated, effective August 31, 2022. Below is a summary of the changes. You can find the POM online at sharphealthplan.com/pom.

2022 Commercial POM Sections	Subsections	Page #	Summary of Changes
Section I: Introduction and Overview	California Mental Health Parity Law: Maternal Mental Health	18	<ul style="list-style-type: none">Revised with language from AB 1477.
Section V: Provision of Professional Services	Plan Provider Responsibilities	54	<ul style="list-style-type: none">Addition of language around telehealth consent: Ensure that the member provides either verbal or written consent prior to receiving care via telehealth and that the consent is documented in the chart note.
Section V: Provision of Professional Services	Plan Provider Responsibilities: Conflicts of interest	55	<ul style="list-style-type: none">New subsection that explains the conflicts of interest with respect to services provided by providers.
Section V: Provision of Professional Services	Contract Terminations	57	<ul style="list-style-type: none">Modified section with existing language to be specific to the contract termination provisions.
Section V: Provision of Professional Services	Provider Terminations	57	<ul style="list-style-type: none">New sub-section and revised language to detail the process of provider terminations within a practice/group and member notification requirements.

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver the message to the intended recipient, the reader is hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please notify Sharp Health Plan at the telephone number listed below immediately and destroy all information received.

SHARP Health Plan

2022 Commercial POM Sections	Subsections	Page #	Summary of Changes
Section V: Provision of Professional Services	Telehealth Services	59	<ul style="list-style-type: none"> New subsection that defines telehealth and explains the requirement for providers to obtain consent for telehealth services.
Section V: Provision of Professional Services	Medical Record Standards	59	<ul style="list-style-type: none"> Addition of language that requires providers to include consent for telehealth visits in medical records.
Section V: Provision of Professional Services	Confidentiality and Availability of Medical Records: Sensitive services information	61	<ul style="list-style-type: none"> New section added with language that requires providers to have policies and procedures to protect members' sensitive services information.
Section V: Provision of Professional Services	Timely Access to Care: Appointment Wait Times	71	<ul style="list-style-type: none"> Revised with language from SB 221. The standard for non-urgent appointments with non-physician behavioral health providers or substance use providers now includes follow-up appointments.
Section V: Provision of Professional Services	Timely Access to Care: Rescheduling appointments	71	<ul style="list-style-type: none"> Addition of language from SB 221 related to appointment rescheduling standards.
Section V: Provision of Professional Services	Timely Access to Care: Extended Wait Times	71	<ul style="list-style-type: none"> Section renamed from Exceptions to appointment wait times to Extended Wait Times to reflect language from SB 221.
Section V: Provision of Professional Services	Timely Access to Care: Advance Scheduling	72	<ul style="list-style-type: none"> New section added to reflect SB 221.
Section V: Provision of Professional Services	Timely Access to Care: Interpreter services at scheduled appointments	72	<ul style="list-style-type: none"> Revised with language for interpreter services and process information.
Section V: Provision of Professional Services	Provider-Initiated Member Dismissal	74	<ul style="list-style-type: none"> Revised section to include more specific details regarding the process for Provider-Initiated Member Dismissals by Planned Medical groups

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver the message to the intended recipient, the reader is hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please notify Sharp Health Plan at the telephone number listed below immediately and destroy all information received.

SHARP Health Plan

2022 Commercial POM Sections	Subsections	Page #	Summary of Changes
Section VIII: Quality Improvement	Clinical Practice and Preventive Health Guidelines	115	<ul style="list-style-type: none">• Addition of language to include the policy in reference
Section VIII: Quality Improvement	Summary of Preventive Care Services: All Members	116	<ul style="list-style-type: none">• Revised with language for age range for colorectal cancer screening for adults.
Section VIII: Quality Improvement	Summary of Preventive Care Services: Pediatrics	118	<ul style="list-style-type: none">• Addition of language to include Adverse Childhood Experiences
Section VIII: Quality Improvement	Summary of Preventive Care Services: Preventive vs. Diagnostic Services	119	<ul style="list-style-type: none">• Addition of language to include specifics of colonoscopy screenings and coverage.

Questions? Please contact Sharp Health Plan Provider Account Management by email at provider.relations@sharp.com or by phone at 1-858-499-8330. Thank you for your partnership.

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver the message to the intended recipient, the reader is hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please notify Sharp Health Plan at the telephone number listed below immediately and destroy all information received.