



## Provider Alert

**To:** Sharp Health Plan Providers  
**Attn:** Providers, Provider Office Staff  
**From:** Sharp Health Plan  
**Date:** June 28, 2022  
**Subject:** **Provider Operations Manual for Sharp Direct Advantage – Update Jun. 28, 2022 – Effective Aug. 30, 2022**

Our 2022 Provider Operations Manual (POM) for Sharp Direct Advantage (Medicare) has been updated, effective August 30, 2022. Below is a summary of the changes. You can find the POM online at [sharphealthplan.com/pom](http://sharphealthplan.com/pom).

2022 Medicare POM Sections	Subsections	Page #	Summary of Changes
Section III: Provisions of Professional Services	Plan Provider Responsibilities	27	<ul style="list-style-type: none"><li>• 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.</li></ul>
Section III: Provisions of Professional Services	Provider Self-Referral	29	<ul style="list-style-type: none"><li>• New subsection that explains the provider self-referral law.</li></ul>
Section III: Provisions of Professional Services	Telehealth Services	32	<ul style="list-style-type: none"><li>• New subsection that defines telehealth and explains the requirement for providers to obtain consent for telehealth services.</li></ul>
Section III: Provisions of Professional Services	Provider-Initiated Member Dismissal	33	<ul style="list-style-type: none"><li>• Revised section to include more specific details regarding the process for Provider-Initiated Member Dismissals by Planned Medical groups.</li></ul>
Section IV: CMS Regulations	General Requirements	42	<ul style="list-style-type: none"><li>• Revised with language for interpreter services and process information.</li></ul>
Section IV: CMS Regulations	Medical Record Standards	54	<ul style="list-style-type: none"><li>• Addition of language that requires providers to include consent for telehealth visits in medical records.</li></ul>

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# **SHARP** Health Plan

Questions? 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. Thank you for your partnership.

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