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Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: January 25, 2022
Subject: Sharp Health Plan Policy and Procedure Updates

Attention Provider Partner:

This notice is to inform you of updates made to Sharp Health Plan policies and procedures. Below is a list of policies and procedures that were recently updated. To access updated and existing policies and procedures, please log into your Sharp Connect provider portal account at www.sharphealthplan.com/login and refer to the policies, manuals, & guides link under the quick links section on the portal.

Updated Medical Management Policies and Procedures

- HS-MM-102 Clinical Criteria for UM Decisions and Inter-rater Reliability Testing
- HS-MM-109 Use of Board-Certified Consultants
- HS-MM-117 Utilization & Case Management Delegation Oversight
- HS-MM-119 Use of Data Sources to ID Members for Wellness Activities
- HS-MM-124 UM Denial System Control
- HS-MM-115 Member and Practitioner UM Denial Letter Notification
- HS-MM-MA-2 Organization Determination

Updated Network Management Policies and Procedures

- HS-PN-114 Practitioner Credentialing & Re-Credentialing
- HS-PN-117 Fair Hearing
- HS-PN-118 Ongoing Monitoring of Sanctions, Appeals & Complaints
- HS-PN-119 Notification to Authorities & Practitioner Appeal Rights
- HS-PN-121 Credentialing & Re-Credentialing HIV/AIDS Specialists
- HS-PN-122 Credentialing System Controls
- HS-PN-MA-04 Necessary Specialty Care Provided

Updated Quality Improvement Policies and Procedures

- HS-QI-101 HEDIS Reporting
- HS-QI-103 Requesting Translation Services
- HS-QI-104 Scheduling Interpretation Services
- HS-QI-105 HEDIS Medical Record Review
- HS-QI-110 Credentialing Delegation Oversight
- HS-QI-116 Medical Record Documentation Standards & Monitoring
- HS-QI-124 Primary Source Validation

Updated Pharmaceutical Management Policies and Procedures

- HS-RX-104 After Hours Emergency Dispensing
- HS-RX-105 Member Initiated Online Pharm. Exceptions Requests
- HS-RX-107 Maintenance Drug Policy
- HS-RX-108 Pharmaceutical Patient Safety
- HS-RX-109 Pain Management for the Terminally Ill
- HS-RX-110 Quantity Limits on Prescription Drugs
- HS-RX-111 Step-Therapy for Prescription Drugs
- HS-RX-MA-02 Direct Member Reimbursement
- HS-RX-MA-06 PDE Policy
- HS-RX-MA-07 Plan Finder
- HS-RX-MA-19 Part D Fraud, Waste, Abuse
- HS-RX-MA-20 Network Access and Management
- HS-RX-MA-23 Part D CMS Required Reporting
- HS-RX-MA-27 MA Website Validation
- HS-RX-MA-28 Part D Hospice Claims Process and Oversight
- HS-RX-MA-32 Drug Management Program

Updated Clinical Policies

- HS-CP-C1 Clinical Trials
- HS-CP-C2 Continuity of Care - Medical & Behavioral Health
- HS-CP-C4 Continuous Passive Motion Devices
- HS-CP-C5 Colorectal Cancer Screening
- HS-CP-C6 Cranial Orthotic Devices
- HS-CP-D3 Durable Medical Equipment
- HS-CP-E1 Experimental and Investigative Treatment
- HS-CP-F1 Footwear and Foot Orthotics
- HS-CP-F2 Fertility Preservation in Iatrogenic Infertility
- HS-CP-I3 Injectable Medications (Commercial)
- HS-CP-I3-MA Injectable Medications (Medicare)
- HS-CP-I3f Injectable Medications - Spinraza and Zolgensma
- HS-CP-I3g Medical Injectable Medication - Pegloticase (Krystexxa)
- HS-CP-I3h Medical Injectable Medications - Botox for the Treatment of Chronic Migraine
- HS-CP-I3k Injectable Medications for Treatment of Weight Loss
- HS-CP-I3o Injectable medications - Tepezza for Thyroid Eye Disease
- HS-CP-I3p Injectable Medications - Aduhelm for Treatment of Alzheimer's Disease
- HS-CP-I3q Injectable Medications - Chronic Rhinosinusitis and Nasal Polyps
- HS-CP-N1 Nuchal Translucency
- HS-CP-G1 Gender Dysphoria
- HS-CP-G3 Gene Mutation Testing to guide Targeted Cancer Therapy
- HS-CP-O3 Orthopedic Braces and Splints
- HS-CP-R1 Reconstructive and Cosmetic Surgery

Best regards,

Sharp Health Plan

Provider Account Management

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