

SHARP Health Plan



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: July 22, 2022
Subject: Sharp Health Plan Policy and Procedure Updates

Attention Provider Partners,

Sharp Health Plan has made updates to the policies and procedures listed below. To access updated and existing policies and procedures, please log in to your Sharp Connect provider portal account at www.sharphealthplan.com/login and refer to the policies, manuals, & guides link on the portal home page.

Updated Medical Management Policies and Procedures

- HS-BH-02: Maternal Mental Health Case Management Program
- HS-MM-102: Clinical Criteria for UM Decisions and Inter-Rater Reliability
- HS-MM-103: Communication Services
- HS-MM-104: Member Experience with Complex Case Management (CCM)
- HS-MM-109: Use of Board-Certified Consultants
- HS-MM-114: Claims Payment Authorization for Emergency Department (ED)
- HS-MM-121: Referrals to Non-Contracted Providers
- HS-MM-125: Post-Stabilization Services
- HS-MM-MA1: Effectuation of Reconsidered Determinations or Decisions
- HS-MM-MA3: Notification of Hospital Discharge Appeal Rights – Acute Inpatient Setting
- HS-MM-MA4: Utilization Management Standard Operating Procedure

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Updated Network Management Policies and Procedures

- HS-PN-102: SHP Provider Notification Form (PNF) Process
- HS-PN-103: Number and Distribution of Primary Care, Specialists, Ancillary Providers, and Hospitals
- HS-PN-104: SHP Verification of Practitioner Profile Information
- HS-PN-106: SHP Commercial Provider Directory Policy for Production, Data Accuracy, Accessibility, and Searchability
- HS-PN-107: Reported Provider Data Inaccuracies and Plan Investigations
- HS-PN-109: SHP Commercial Provider Directory Policy for Scheduled Updates
- HS-PN-110: Accessibility of Services for Primary Care, Behavioral Health Care, and Member Services
- HS-PN-111: Psychiatric Emergency Admissions Notifications
- HS-PN-115: Assessment of Health Delivery Organizations (HDO)
- HS-PN-116: Provider Access to Online Provider Portal – Sharp Connect
- HS-PN-123: Block Transfers
- HS-PN-125: Credentialing Delegation Oversight
- HS-PN-126: Sensitive Services Information

Updated Quality Improvement Policies and Procedures

- HS-QI-104: Scheduling Interpretation Services
- HS-QI-105: HEDIS Medical Record Review
- HS-QI-121: Identification of Potential Quality of Care Issues
- HS-QI-123: Quality Improvement Program Reporting
- HS-QI-125: Quality Monitoring of Lab, Pathology, and Dental
- HS-QI-126: Compliance Monitoring
- HS-QI-127: Managing Access to and Use of Race/Ethnicity, Language, Gender Identity, and Sexual Orientation Data

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Updated Pharmaceutical Management Policies and Procedures

- HS-RX-MA-05: SHP Pharmacy Management Policy and Procedure for Non-Covered Part D Drugs
- HS-RX-MA-12: SHP Pharmacy Management Policy and Procedure for Medicare Part D Transition Policy
- HS-RX-MA-14: SHP Pharmacy Management Policy and Procedure for Medicare Member Explanation of Benefits and Formulary Change Notice Monitoring Process
- HS-RX-MA-17: SHP Pharmacy Management Policy and Procedure for Medicare Part D Formulary Management
- HS-RX-MA-25: SHP Pharmacy Management Policy and Procedure for Patient Safety and Opioid Overutilization Monitoring
- HS-RX-MA-26: SHP Pharmacy Management Policy and Procedure for Part D Star Rating Measures
- HS-RX-MA-31: SHP Pharmacy Management Policy and Procedure for Quality Assurance
- HS-RX-MA-32: SHP Pharmacy Management Policy and Procedure for the Drug Management Program (DMP)

Updated Clinical Policies

- HS-CP-A1: Apnea Monitors, Infant
- HS-CP-B1: Breast Implant Surgery – Placement, Removal, Replacement
- HS-CP-B2: Breast Pump & Lactation Consultation
- HS-CP-B3: Breast Prosthesis (External)
- HS-CP-C5: Colorectal Cancer Screening
- HS-CP-D1: Dental Services & Oral Surgery Services Covered Under Medical Benefit
- HS-CP-E1: Experimental and Investigational Treatment
- HS-CP-G3: Biomarker Testing to Guide Targeted Cancer Therapy
- HS-CP-H3: Hearing Aids
- HS-CP-H4: Hypoglossal Nerve Stimulation for Obstructive Sleep Apnea
- HS-CP-I1: Immunizations: Non-Routine
- HS-CP-I2: Infertility
- HS-CP-I3: Injectable Medications
- HS-CP-I3a: Injectable Medications – Acthar Gel and Cortrophin Gel
- HS-CP-I3b: Injectable Medications – Calcitonin Gene-Related Peptide Receptor (CGRP) Antagonists for the Treatment of Migraine
- HS-CP-I3c: Injectable Medications for

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the Treatment of

Hypercholesterolemia

- HS-CP-I3e: Injectable Medications – Viscous Supplementation
- HS-CP-I3j: Injectable Medications – Inflammatory Arthritis Treatment
- HS-CP-I3m: Injectable Medications – Anti-Cd20 Monoclonal Antibodies for the Treatment of Multiple Sclerosis
- HS-CP-I3p: Injectable Medications for the Treatment of Growth Hormone Deficiency
- HS-CP-I3s: Injectable Medications – Systemic Lupus Erythematosus Treatment
- HS-CP-I3t: Injectable Medications for

the Treatment of Atopic Dermatitis

- HS-CP-M8: Second Opinion – Medical, Surgical, or Pathology (Medicare)
- HS-CP-R1: Reconstructive and Cosmetic Surgery
- HS-CP-S1: Second Opinion – Medical, Surgical, or Pathology (Commercial)
- HS-CP-S2: Speech Therapy – Outpatient
- HS-MP-G1: Gender Dysphoria
- HS-MP-P6: Pharmacogenetic Testing for Drug Metabolism

Best regards,

Sharp Health Plan

Provider Account Management

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