



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: September 13, 2023
Subject: 2023 Sharp Health Plan Provider Experience Survey Reminder

Dear Provider Partner:

This is a reminder that the annual Sharp Health Plan Provider Experience Survey, conducted by QMetrics, Inc., is set to end on Wednesday, September 20, 2023. Survey links have been shared directly with you to collect your responses.

Your response is important. **This survey includes questions from the regulated Department of Managed Health Care (DMHC) Provider Satisfaction with Access and Language Assistance Program survey.**

Please know that your individual responses are confidential. Unlike previous years, you will not have to provide your unique NPI number to respond to the survey. Additionally, our survey vendor does not report on individual provider responses but rather on rolled-up responses at the group level.

For additional information on timely access standards and procedures, please refer to the Commercial Provider Operations Manual which can be found at www.sharphealthplan.com/POM. Timely access to care requirements is also on the California Department of Managed Health Care (DMHC) website at www.dmhc.ca.gov or reached at 1-888-466-2219. Questions about the survey? Please contact our Provider Account Management team. Thank you for your partnership.

Sincerely,

Sharp Health Plan
Provider Account Management Team
Email: provider.relations@sharp.com
Tel: 1-858-499-8330
Fax: 1-858-303-9049

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.