



Provider Alert

To: Behavioral Health Providers & Office Staff
From: Sharp Health Plan
Date: September 1, 2023

Subject: Sharp Health Plan to Partner with Magellan on Mental Health and Substance Use Disorder Services in 2024

At Sharp Health Plan, we are committed to providing a best-in-class mental health and substance use disorder offering to our members that aligns with The Sharp Experience, and is rooted in integration, quality, and innovation. As such, we are pleased to announce that we are partnering with Human Affairs International of California, a subsidiary of Magellan Healthcare, Inc (“Magellan”). Magellan will manage Sharp Health Plan’s mental health and substance use disorder services for all lines of business with an anticipated effective date of Jan. 1, 2024¹.

Magellan is a trusted leader in the behavioral health industry with over 50 years of experience providing innovative, impactful mental health and substance use disorder services to people around the country. This exciting new partnership will significantly increase the mental health and substance use disorder provider network for our members, connect them with 24/7 access to personalized, evidence-based digital tools, wellness resources, and much more.

What does this mean for you and your patients?

Records show that you are not currently a Magellan participating provider. To continue seeing Sharp Health Plan members after the partnership is approved by the Department of Managed Health Care, you will need to join the Magellan network. Magellan will be reaching out to you directly with additional information in the coming weeks. We value our partnership with you, and sincerely hope you choose to join the Magellan network. That said, if you decide not to join, Magellan is able to offer continuity of care for qualifying Sharp Health Plan members by extending you a single case agreement, which will contain the same contractual terms and conditions in your contract with Sharp Health Plan. Contact Magellan at the email address provided below.

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SHARP Health Plan

What will happen to your Sharp Health Plan contract?

Our new Magellan partnership precludes us from having a Sharp Health Plan contract with you directly after the effective date of our Magellan partnership. Based on that requirement, we will send you a Sharp Health Plan contract termination notice. You should receive it shortly. Please note, if regulatory approval is not received in time, the Jan. 1 effective date may be pushed back to a later date. If this scenario occurs, your current contract with Sharp Health Plan will remain in effect until the effective date of the Magellan partnership. Nevertheless, we will notify you by Dec. 1, 2023, either confirming the Jan. 1 effective date or providing a later date.

If you are providing care through a Letter of Agreement (LOA) issued by Sharp Health Plan, you will not receive a letter of termination. Any claims for services authorized by Sharp Health Plan until the effective date of the Magellan partnership should be submitted to Sharp Health Plan. To request authorization for services after the effective date of the Magellan partnership, please contact Magellan.

Will you be communicating anything to my patients?

Yes, we are required to notify them of this transition. We will send them a letter informing them that you are not in the Magellan network, but that you will have an opportunity to join. We will let them know how to request continuity of care, and that Magellan will work with them to find a new provider if you choose not to join the Magellan network and the enrollee does not qualify for continuity of care. We will direct them to our website, along with our Customer Care team, for more information.

Questions?

If you have questions about this letter, visit sharphealthplan.com/providers/bh. You can also contact our Provider Account Management team at provider.relations@sharp.com or 1-858-499-8330.

If you have questions about joining the Magellan network, please email CaliforniaProvider@MagellanHealth.com. When contacting Magellan, be sure to include your name, organization or group name, TIN, contact email address and phone number.

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SHARP Health Plan

Thank you for your ongoing commitment to providing the highest quality mental health and substance use disorder services to our members. We hope you choose to join the Magellan network and look forward to a continued partnership.

Sincerely,



Cary B. Shames, DO, CHCQM, FABQAURP
Vice President, Chief Medical Officer

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