



## Provider Alert

**To:** Sharp Health Plan Providers  
**Attn:** Providers, Provider Office Staff  
**From:** Sharp Health Plan  
**Date:** October 24, 2023  
**Subject:** **Provider Operations Manual for Sharp Direct Advantage – Effective January 1, 2024**

Our Provider Operations Manual (POM) for Sharp Direct Advantage (Medicare) has been updated. Below is a summary of changes, effective January 1, 2024. You can find the POM online at [sharphealthplan.com/pom](http://sharphealthplan.com/pom).

2024 Medicare POM Sections	Subsections	Page #	Summary of Changes
Global change			<ul style="list-style-type: none"> <li>Primary care provider to primary care physician to be consistent with all SHP materials.</li> </ul>
Section I: Introduction and Provider Experience	About Us	6	<ul style="list-style-type: none"> <li>Minor edits to Nurse Advice and updated accolades.</li> </ul>
Section I: Introduction and Provider Experience	Service Areas	8	<ul style="list-style-type: none"> <li>Minor grammatical edit</li> </ul>
Section I: Introduction and Provider Experience	Individual Medicare Advantage Plan Basics	9	<ul style="list-style-type: none"> <li>Minor grammatical edit</li> </ul>
Section I: Introduction and Provider Experience	Resource Guide	10-12	<ul style="list-style-type: none"> <li>Resource guide updated with contact information for sections:                             <ul style="list-style-type: none"> <li>General Information</li> <li>Customer Care</li> <li>Eligibility Information</li> <li>Medical Policies</li> <li>Prior Authorization – Medical and Behavioral Health Services</li> <li>Provider Account Management</li> <li>Provider Directory</li> <li>Sharp Health Plan Web-based App for Providers</li> </ul> </li> </ul>

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# SHARP Health Plan

2024 Medicare POM Sections	Subsections	Page #	Summary of Changes
Section II: Member Services, Enrollment and Eligibility	Customer Care	14	<ul style="list-style-type: none"> <li>Revised Section to include additional contact information for CVS Caremark and additional language about the Teamsters</li> </ul>
Section II: Member Services, Enrollment and Eligibility	Customer Care: Primary Care Provider (PCP) Assignment and Selection	14-15	<ul style="list-style-type: none"> <li>Revised subsection with additional verbiage for PCP assignment</li> </ul>
Section II: Member Services, Enrollment and Eligibility	Eligibility Verification	18	<ul style="list-style-type: none"> <li>Minor edits</li> </ul>
Section II: Member Services, Enrollment and Eligibility	Member ID Cards: Sample Front and Back ID Card Sharp Direct Advantage member ID Cards	21-23	<ul style="list-style-type: none"> <li>ID Cards updated with the current version: <ul style="list-style-type: none"> <li>Sharp Direct Advantage VIP Plan (HMO)</li> <li>Sharp Direct Advantage Platinum Card (HMO)</li> <li>Sharp Direct Advantage Gold Card (HMO)</li> <li>Sharp Direct Advantage Basic (HMO)</li> <li>Sharp Direct Advantage Premium (HMO)</li> <li>Sharp Direct Advantage Plus (HMO)</li> <li>Sharp Direct Advantage Extra (HMO)</li> <li>Sharp Direct Advantage (HMO) San Diego Public Employee Benefit Association (SDPEBA)</li> <li>Sharp Direct Advantage (HMO) - CalPERS</li> </ul> </li> </ul>
Section II: Member Services, Enrollment and Eligibility	Member Grievances and Appeals	24	<ul style="list-style-type: none"> <li>Revised section with to include email for customer care team</li> </ul>
Section III: Provision of Professional Services	Role of the Primary Care Provider (PCP)	29	<ul style="list-style-type: none"> <li>Revised section with updated PCP responsibilities/services</li> </ul>

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2024 Medicare POM Sections	Subsections	Page #	Summary of Changes
Section III: Provision of Professional Services	Emergency Services	31	<ul style="list-style-type: none"> <li>Revised section to add behavioral health services</li> </ul>
Section III: Provision of Professional Services	Telehealth Services	32	<ul style="list-style-type: none"> <li>Slight revision to contract termination language</li> </ul>
Section III: Provision of Professional Services	Electronic Claims Submissions	36	<ul style="list-style-type: none"> <li>Revised section with updated electronic claims information</li> </ul>
Section III: Provision of Professional Services	Claim Payment Editing System	37	<ul style="list-style-type: none"> <li>Minor edits to claims payment section</li> </ul>
SECTION IV: CMS Regulations		41	<ul style="list-style-type: none"> <li>Revised section with updated verbiage</li> </ul>
SECTION IV: CMS Regulations	General Requirements: Interpreter Services	43	<ul style="list-style-type: none"> <li>Minor edit</li> </ul>
SECTION IV: CMS Regulations	Discrimination Against Beneficiaries Prohibited	51	<ul style="list-style-type: none"> <li>Minor edit</li> </ul>
SECTION IV: CMS Regulations	Disclosure Requirements	51	<ul style="list-style-type: none"> <li>Updated notification timing</li> </ul>
SECTION IV: CMS Regulations	Information on Advance Directives	57	<ul style="list-style-type: none"> <li>Revised section with updated with additional verbiage</li> </ul>
SECTION IV: CMS Regulations	Health Care Fraud, Waste, and Abuse Prevention	61	<ul style="list-style-type: none"> <li>Revised section with updated with additional verbiage</li> </ul>
SECTION IV: CMS Regulations	General Provision	64	<ul style="list-style-type: none"> <li>Revised section with updated verbiage</li> </ul>
SECTION IV: CMS Regulations	Part D Prescription Drug Coverage: Formulary	65	<ul style="list-style-type: none"> <li>Added brand drugs</li> </ul>
SECTION IV: CMS Regulations	Part D Prescription Drug Coverage: Network Pharmacy	67	<ul style="list-style-type: none"> <li>Updated supply and transition policy</li> </ul>
SECTION IV: CMS Regulations	Medication Therapy Management Program	69	<ul style="list-style-type: none"> <li>Added HIV/AIDS</li> </ul>

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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