



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: November 22, 2023
Subject: After-Hours Survey Starts December 1, 2023

Attention Provider Partners,

Sharp Health Plan is administering the Annual After-Hours Survey between the hours of 6 p.m. and 8 a.m. from December 1 to December 31, 2023. This is a mandatory survey per the Department of Managed Health Care (DMHC) to confirm that members who call providers after normal business hours will receive appropriate messaging and access to care.

We kindly ask you to ensure that your providers' telephone systems, answering services, and after-hours staff are set up and trained to be compliant with the standards. Below are the compliant answers to the standard survey questions:

Questions	Compliant Answers
What would you tell a caller who states he/she is dealing with a life-threatening emergency situation?	Hang up and dial 911 AND/OR Go to the nearest emergency room
If a patient expresses an urgent need to speak with a clinician, is there a way you can put them into contact with the provider, or an on-call provider or health care professional such as an advice nurse?	Yes
In what timeframe can the patient expect to hear from the provider or on-call provider?	Immediately OR 30 minutes or less

You can find more details regarding after-hours telephone access requirements and the After-Hours Survey in the Provider Operations Manual online at sharphealthplan.com/pom or in Sharp Health Plan's SHP-HS-PN-110 policy and procedure, available on the Sharp Connect provider portal.

Questions? Please contact Sharp Health Plan Provider Account Management by email at provider.relations@sharp.com or by phone at 1-858-499-8330. Thank you for your partnership.

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