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# Provider Alert

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To: **Sharp Health Plan Providers and Provider Office Staff**  
From: **Sharp Health Plan**  
Date: **March 20, 2023**  
Subject: **Credential/Recredentialing Update Reminder**

This is a reminder that Sharp Health Plan has moved to online applications for provider credentialing. **Paper applications for new providers will no longer be accepted.** Online applications offer greater convenience. They also help improve data accuracy, eliminate legibility/readability issues, and reduce paper waste and mailing costs.

## **Sharp CVO process:**

The Sharp Credentialing Verification Office (Sharp CVO) has launched online applications for provider initial credentialing and recredentialing via a new portal called MD-App.

As your credentialing come up for processing or renewal, you will receive an email and letter from the Sharp CVO ([credentialing@sharp.com](mailto:credentialing@sharp.com)) providing instructions on how to register and set up your password for the portal. Please know that you are required to provide both provider and credentialing email addresses. Per NCQA requirements, providers must sign their applications. However, credentialing teams have visibility to credentialing applications in the portal to assist providers in completing their applications. If you have any technical issues with the use of the portal, the Sharp CVO can assist you. You can reach them at [credentialing@sharp.com](mailto:credentialing@sharp.com) or 1-858-499-3009.

If you still have files in progress with Gemini Services, please work with the Gemini CVO directly to complete your outstanding files. You can reach them at [apps@servicesbygemini.com](mailto:apps@servicesbygemini.com). Any new providers on your rosters will be sent to the Sharp CVO. Gemini will continue to process facility credentialing files.

**Important Note:** Please do not send Sharp Health Plan completed paper applications. This will slow down the process. Both CVOs will send you applications for completion so that they are integrated within their systems for faster processing.



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### **CVO outreach to you:**

Please be aware that the CVOs will make 4 outreach attempts to assist you in completing your credentialing application(s). Per Sharp Health Plan's Provider Operations Manual, effective January 1, 2023, if you are unable to respond to CVO requests for information, your application will be closed, and you will be invited to reapply to our network.

### **Questions?**

If you have general questions about the new online application process with the Sharp CVO or Gemini Services, we're here to help. Contact the SHP Credentialing Department at [shp.credentialing@sharp.com](mailto:shp.credentialing@sharp.com) or 1-858-499-8100.