



Provider Alert

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: July 26, 2024
Subject: **Provider Operations Manual for Commercial – Effective October 1, 2024**

Our Provider Operations Manual (POM) for commercial plans has been updated. Below is a summary of changes, effective October 1, 2024. You can find the POM online at sharphealthplan.com/pom.

2024 Commercial POM Sections	Subsections	Page #	Summary of Changes
Section V: Provision of Professional	Role of the Specialty and Ancillary Provider	57	<ul style="list-style-type: none">Added language for specialist responsibility
Section V: Provision of Professional Services	Provider Directory Verification and Attestation	65-66	<ul style="list-style-type: none">Updated to include Symphony on Availability for Independent Providers
Section V: Provision of Professional Services	Provider-Initiated Member Dismissal	76-77	<ul style="list-style-type: none">Updated circumstances for dismissal and supporting documentation examples

In addition to the above, please note other information available in the POM and their page numbers:

• Interpreter Services	42	• Case Management Programs	92
• Member Rights and Responsibilities	42	• Out-of-Network Services	95
• Member Grievances and Appeals	45	• Drug List	98
• Plan Provider Responsibilities	54	• Vacation Overrides	103
• Provider Responsibilities for Cultural & Linguistic Services	81	• Prescription Mail Order	105
• Utilization Management Program	84	• Quality Measurement	116
• Utilization Review	87	• Claims and Encounters	127

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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