



Provider Alert

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: October 24, 2024
Subject: **2025 Provider Operations Manual for Sharp Direct Advantage – Effective January 1, 2025**

Our Provider Operations Manual (POM) for Sharp Direct Advantage (Medicare) has been updated. Below is a summary of changes, effective January 1, 2025. You can find the POM online at sharphealthplan.com/pom.

2025 Commercial POM Sections	Subsections	Page #	Summary of Changes
Global Change	N/A	N/A	<ul style="list-style-type: none">Customer Care TTY/TDD: 711 phone number added to multiple sections throughout the POM.All “patients” changes to “Members”
Section I: Introduction and Overview	About Us	7	<ul style="list-style-type: none">Updated with 2024 accolades for SHP
Section III: Provision of Professional Services	Role of the Primary Care Physician (PCP)	30	<ul style="list-style-type: none">Additional language added to section to provide additional clarity of the role for PCP for referring members to specialist
Section III: Provision of Professional Services	Emergency Services	32	<ul style="list-style-type: none">Language removed regarding discharge diagnosis consideration from PMG
Section III: Provisions of Professional Services	Provider Directory Verification and Attestation	34	<ul style="list-style-type: none">Updated language for independent provider roster updates

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Section III: Provision of Professional Services	Member Dismissal Form	39	<ul style="list-style-type: none"> Updated with most recent version
Section IV: CMS Regulations	General Requirement	48	<ul style="list-style-type: none"> Additional bullet added for Customer Care Department role details
Section IV: CMS Regulations	Online Provider/Pharmacy Directory Requirement	49	<ul style="list-style-type: none"> Updated URL for SHP directory
Section IV: CMS Regulations	Medical Record Standards	59	<ul style="list-style-type: none"> Bullet added regarding medical record retention
Section IV: CMS Regulations	Part D Prescription Drug Coverage	70-72	<ul style="list-style-type: none"> Additional language related to drug coverage formulary and network pharmacy for clarity
Section IV: CMS Regulations	Medication Therapy Management Program	74	<ul style="list-style-type: none"> Updated criteria for Sharp Health Plan MTMP

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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