
Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: May 3, 2024
Subject: Sharp Health Plan Policy and Procedure Updates

Attention Provider Partners,

Sharp Health Plan has made updates to the policies and procedures listed below. To access updated and existing policies and procedures, please log into your Sharp Connect provider portal account at www.sharphealthplan.com/login and refer to the policies, manuals, & guides link on the portal home page.

Medical Management

- HS-MM-MA1 Effectuation of Reconsidered Determinations or Decisions
- HS-MM-MA2 Organization Determinations
- HS-BH-01 Autism (Retire)

Network Management and Application Optimization

- HS-PN-102 Provider Notification Form (PNF) Process
- HS-PN-103 Number and Distribution of Providers & Hospitals
- HS-PN-104 Verification of Practitioner Profile Information
- HS-PN-106 SHP Commercial Provider Directory
- HS-PN-107 Reports of Inaccuracy & Plan Investigation
- HS-PN-109 SHP Commercial Provider Directory Update
- HS-PN-110 Accessibility of Services for Primary Care, Behavioral Health

Quality Improvement

- HS-QI-104 Scheduling Interpretation Services
- HS-QI-128 Equitable and Inclusive Hiring Policy
- HS-QI-129 Training Cultural Competency, Bias, or Inclusion
- HS-QI-131 Support for Language Services
- HS-QI-134 Provider Network Cultural Responsiveness
- HS-QI-135 Monitor and Assess Language Services
- HS-QI-136 Disparity Analysis
- HS-QI-137 CLAS Program Description
- HS-QI-138 CLAS Evaluation
- HS-QI-139 CLAS Improvement

Clinical Policies

- HS-CP-C1 MA Clinical Trials (New)
- HS-CP-C5 Colorectal Screening
- HS-CP D1 Dental and Oral Surgery Services
- HS-CP-F2 Fertility Preservation in Iatrogenic Infertility
- HS-CP-G2 Genetic Testing for Inheritable Disease
- HS-CP-H1 Hearing Aides- MA
- HS-CP-I1 Immunizations Non- Routine
- HS-CP-I2 Infertility
- HS-CP-I3a Injectable Medications – Acthar and Cortrophin
- HS-CP-I3c Injectable Medications – Treatment of Hypercholesterolemia
- HS-CP-I3e Injectable Medications – Viscous Supplementation
- HS- CP-I3k Injectable Medications- Treatment of Weight Management
- HS-CP-I3p Injectable Medications – Treatment of GH Deficiency
- HS-CP-I3s Injectable Medications – Treatment of SLE
- HS-CP-M5 Med Policies- MA
- HS-CP-O1 Obesity -Bariatric Surgery for Adults and Adolescents
- HS-CP-P1 MA Medicare Preventive (New)
- HS-CP-P6 Pharmacogenetic Testing for Drug Metabolism
- HS-CP-S2 Speech Therapy

Pharmacy Medicare

- HS-RX-MA 01 Daily Denied Claims Review
- HS-RX-MA 08 Transition Claims Review
- HS-RX-MA 11 Coverage Determination
- HS-RX-MA 13 Weekly Paid Claims Review Process
- HS-RX-MA 15 Letter Template Review Policy
- HS-RX-MA 18 Excluded Providers Policy
- HS-RX-MA 29 Precluded Providers

Best regards,

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