



Provider Alert

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: July 31, 2025
Subject: **2025 Provider Operations Manuals for Commercial and Medicare Advantage**

Dear Provider Partners,

Sharp Health Plan has updated its Provider Operations Manual (POM) for commercial and Medicare Advantage. See summaries of changes below:

Commercial

The following summaries of changes are effective October 6, 2025. You can view and download the commercial POM online at sharphealthplan.com/pom.

Section	Subsection	Page #	Summary of Changes
Section II: Sharp Health Plan Benefits	Point of Service (POS)	21	<ul style="list-style-type: none">Revised tier descriptions for better clarity.
Section VII: Pharmacy Benefit Services	Outpatient Injectable Medications	114	<ul style="list-style-type: none">Removed the language stating that Vivitrol is considered off label for adolescents and non-preferred for younger pediatric members.
Section IX: Claims and Encounters	Immediate Postpartum Contraception	139	<ul style="list-style-type: none">Added California Health and Safety Code 1342.627 language that allows providers to separately bill for devices, implants associated with immediate postpartum contraception within general

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SHARP Health Plan

Section	Subsection	Page #	Summary of Changes
			acute care hospitals or licensed birth centers.

There are no changes to the following sections of the Commercial POM:

Section/Subsections	Pages
• Section I: Introduction and Overview	1
• Section II: Sharp Health Plan Benefits – Product Overview; Partnerships and Value-Added Services; Supplemental Benefits; Enhanced Provider Services	20, 22 - 30
• Section III: Member Enrollment and Eligibility	31
• Section IV: Member Services	43
• Section V: Provision of Professional Services	56
• Section VI: Utilization Management	86
• Section VII: Pharmacy Benefit Services – Formulary; P&T Committee; Tiered Popay Programs; Prior Authorization; Step Therapy; DAW Prescriptions; Emergency Supply; Dispensing Limitations; Preventive Health Medications; Prescriptions; Non-Covered Services and Medications; Prior Auth and Exception Process; Coverage Determination Notification Process; Pharmacy Policies and Procedures; FDA Recalls; Pharmacy Benefit Manager; Medication Restriction; and Opioid Management Strategies	101 – 113, 115
• Section VIII: Quality Improvement	116
• Section IX: Claims and Encounters	130

Medicare Advantage

Please note that the Medicare Advantage POM, published March 4, 2025, and effective May 7, 2025, included a correction. Under Section III: Provision of Services and Provider Directory Verification and Attestation, mention of Sharp Health Plan Independent providers was removed as these providers are not part of the Medicare Advantage network.

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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