



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: October 7, 2025
Subject: The Provider Satisfaction with Access and Language Assistance Program launches today

Dear Provider Partner:

Sharp Health Plan will conduct its annual Department of Managed Health Care (DMHC) Provider Satisfaction with Access and Language Assistance Program (PSLAP) survey October 7 through November 5, 2025, in collaboration with our third-party vendor QMetrics.

The PSLAP survey is conducted via fax with an online completion option in a single wave with multiple reminder faxes over a period not exceeding one month. Each unique provider location will receive a single survey, with results applicable to each provider at that location. Non-responding provider offices will receive a reminder fax five (5) business days after the initial fax. **Providers will have twenty a minimum of (20) business days from the initial fax date to return completed surveys.**

Please contact our Provider Account Management team with any questions.

We appreciate your partnership and value your feedback.

Sincerely,

Sharp Health Plan
Provider Account Management Team
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