



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: October 16, 2025
Subject: Sharp Health Plan policies and procedures updates

Attention Provider Partners,

Sharp Health Plan has updated the policies and procedures listed below. To view and/or download, please log into your Sharp Health Plan Account (provider portal), click the Provider Hub tab, and scroll down to Sharp Health Plan policies and procedures. Accept the policy disclaimer, then select the category and policy you would like to review.

Medical Management

- HS-MM-111 Transition of Care
- HS-MM-112 Communication of Appropriate MD Reviewer Availability
- HS-MM-113 Appropriate Professionals for UM Determinations
- HS-MM-115 Member & Practitioner UM Denial Letter Notification
- HS-MM-116 Evaluation of New Technology
- HS-MM-121 Referrals to Non-Contracted Providers
- HS-MM-122 Standing Referrals Extended Access to Specialty Care
- HS-MM-123 Denial Process for Acute Inpatient Concurrent Review

Network Management and Application Optimization

- HS-PN-103 Number & Distribution of PCP, SPC, Ancillary & Hospitals
- HS-PN-110 Accessibility of Services
- HS-PN-114 Practitioner Credentialing & Re-Credentialing
- HS-PN-118 Ongoing Monitoring of Sanctions, Appeals & Complaints
- HS-PN-122 Credentialing Information Integrity (previously Credentialing System Controls)
- HS-PN-125 Credentialing Delegation Oversight
- HS-PN-132 Annual Network Data Collection and Reporting
- HS-PN-210 Assessment and Monitoring of Accessibility of Services
- HS-PN-MA16 Provider Directory Management Delegation Oversight
- HS-PN-MA17 SHP Verification of Practitioner Profile Information

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Quality Improvement

- HS-QI-103 Requesting Translation Services for LEP Members
- HS-QI-104 Scheduling Interpretation Services
- HS-QI-106 Clinical Practice and Preventive Guidelines
- HS-QI-124 Primary Source Validation
- HS-QI-126 Compliance Monitoring
- HS-QI-133 Reporting stratified HEDIS measures
- HS-QI-MA1 QI Data Collection Systems Improvement

Clinical Policies

- HS-CP-B1 Breast Implant Surgery-Placement, Removal, Replacement
- HS-CP-B2 Breast Pump & Lactation Consultation
- HS-CP-I3 Injectable Medications
- HS-CP-I3c Injectable Medication for Treatment of Hypercholesterolemia
- HS-CP-I3d Injectable Medications – Treatment of Asthma and COPD
- HS-CP-I3i Injectable Medications – Psoriasis and Psoriatic Arthritis
- HS-CP-I3q Injectable Medications – Treatment Chronic Rhinosinusitis and Nasal Polyposis
- HS-CP-I3v Injectable Medications – Long-Acting Antiretroviral Agents for HIV
- HS-CP-I3y Injectable Medications - Treatment of Chronic Spontaneous Urticaria
- HS-CP-L1 Excimer Laser Treatment for Vitiligo
- HS-CP-M1 Clinical Policies Development and Maintenance
- HS-CP-M3 Medical Nutritional Products
- HS-CP-M4 Male Hypogonadism & Testosterone Replacement
- HS-CP-MA-I3 Injectable Medications
- HS-CP-MA-I3c Medicare Injectables – Leqvio
- HS-CP-MA-I3v Injectable Medications - Long-Acting Antiretroviral Agents For HIV
- HS-CP-M7 Bone Mass Measurement
- HS-CP-P5 Preventive Services
- HS-CP-P7 Proton Beam Therapy
- HS-CP-R2 Robotic Assisted Surgery
- HS-CP-R3 Radiofrequency Ablation
- HS-CP-T3 Radiofrequency Ablation
- HS-CP-V1 Vertebroplasty, Kyphoplasty & Sacroplasty

Pharmacy Commercial

- HS-RX-111 Step-Therapy for Prescription Drugs
- HS-RX-116 Coverage for Individuals Participating in Approved Clinical Trials

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- HS-RX-121 Commercial Daily Rejected Claims Review
- HS-RX-125 Investigational Drugs
- HS-RX-133 Pharmacy PA and Exceptions Standards
- HS-RX-134 Pharmacy Denial Standards

Pharmacy Medicare

- HS-RX-MA-03 Medicare Financial Information Reporting
- HS-RX-MA-04 Medicare MTM Program
- HS-RX-MA-09 Medicare TrOOP and Nx Reporting
- HS-RX-MA-10 Medicare True-Up Member Collection
- HS-RX-MA-22 Medicare Part D Concurrent and Retrospective
- HS-RX-MA-24 Medicare PBM Delegation and Oversight
- HS-RX-MA-30 Medicare ESRD and Transplant Delegation and Oversight

Thank you for your continued partnership. If you have questions about this alert, please contact us.

Best regards,

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