



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: May 14, 2025
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 and click on the Provider Hub tab, scroll down to Sharp Health Plan policies and procedures, accept the policy disclaimer, then select the correct category and policy you would like to review.

Network Management Policies and Procedures

- HS-PN-103 Number & Distribution of PCP, SPC, Ancillary & Hospitals
- HS-PN-106 SHP Commercial Provider Directory Policy for Production, Data Accuracy
- Accessibility and Searchability
- HS-PN-107 SHP Reports of Inaccuracy & Plan Investigation
- HS-PN-109 SHP Commercial Provider Directory Policy for Scheduled Updates
- HS-PN-110 Accessibility of Services
- HS-PN-115 Assessment of HDO
- HS-PN-117 Fair Hearing
- HS-PN-119 Notification to Authorities & Practitioner Appeal Rights
- HS-PN-128 Site Visits • HS-PN-132 Annual Network Data Collection and Reporting
- HS-PN-132 Annual Network Data Collection and Reporting
- HS-PN-134 Credentialing for Doula Services
- HS-PN-MA01 Number and Distribution of Practitioners and Providers

Quality Improvement Policies and Procedures

- HS-QI-104 Scheduling Interpretation Services
- HS-QI-128 Equitable and Inclusive Hiring Policy (No Changes)
- HS-QI-129 Training Cultural Competency, Bias, or Inclusion (No Changes)
- HS-QI-131 Support for Language Services
- HS-QI-134 Provider Network Cultural Responsiveness (No Changes)

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- HS-QI-135 Monitor and Assess Language Services (No Changes)
- HS-QI-136 Disparity Analysis (No Changes)
- HS-QI-137 CLAS Program Description (No Changes)
- HS-QI-138 CLAS Evaluation (No Changes)
- HS-QI-139 CLAS Improvement

Clinical Policies

- HS-CP-C5 Colorectal Screening (No Changes)
- HS-CP D1 Dental and Oral Surgery Services
- HS-CP G1 Gender Dysphoria
- HS-CP-I1 Immunizations Non- Routine (No Changes)
- HS-CP-I2 Infertility - NEW
- HS-CP-I3a Injectable Medications – Acthar and Cortrophin (No Changes)
- HS-CP-I3e Injectable Medications – Viscous Supplementation (No Changes)
- HS-CP-I3k Injectable Medications- Treatment of Weight Loss
- HS-CP-I3p Injectable Medications – Treatment of GH Deficiency (No Changes)
- HS-CP-I3s Injectable Medications – Treatment of SLE (No Changes)
- HS-CP-I3u Injectable Medications – Reblozyl (No Changes)
- HS-CP-I3 Injectable Medications
- HS-CP-O1 Obesity -Bariatric Surgery for Adults and Adolescents
- HS-CP-R1 Reconstructive and Cosmetic Surgery
- HS-CP-S2 Speech Therapy (No Changes)
- HS-CP-C1 MA Clinical Trials - Medicare
- HS-CP-H1 MA Hearing Aids - Medicare
- HS-CP-I3 MA Injectable Medications - Medicare
- HS-CP-P1 MA Preventive Health - Medicare
- HS-CP-I3u MA Injectable Medications Reblozyl - Medicare - NEW
- HS-CP-I3s MA Injectable Medications Saphnelo - Medicare - NEW

Pharmacy Commercial Policies

- HS-RX-104 After Hours Emergency Dispensing (No Changes)
- HS-RX-105 Member Initiated Online Pharm. Exceptions Request (No Changes)
- HS-RX-107 Pharmacy Maintenance Drug (No Changes)

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- HS-RX-108 Pharmaceutical Patient Safety
- HS-RX-109 Pain Management for Terminally Ill (No Changes)
- HS-RX-110 Quantity Limits on Prescription Drugs (No Changes)
- HS-RX-111 Step Therapy for Prescription Drugs (No Changes)
- HS-RX-112 Therapeutic Interchange (No Changes)
- HS-RX-113 Brand Drugs (No Changes)
- HS-RX-114 Formulary Update Process (No Changes)
- HS-RX-115 Formulary Change Communication to Providers (No Changes)
- HS-RX-116 Coverage for Individuals Participating in Approved Clinical Trials (No Changes)
- HS-RX-118 Grandfathering (No Changes)
- HS-RX-119 Contraceptives (No Changes)
- HS-RX-120 Emergency Procedures
- HS-RX-121 SHP Commercial Daily Rejected Claims Review
- HS-RX-123 Compounded Medications (No Changes)
- HS-RX-125 Investigational Drugs (No Changes)
- HS-RX-133 Pharmacy PA and Exceptions Standards (No Changes)
- HS-RX-134 Pharmacy Denial Standards (No Changes)

Pharmacy Medicare Policies

- HS-RX-MA 01 Daily Rejected 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
- HS-RX-MA 33 Medicare Prescription Payment Plan - New

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

Best regards,
 Sharp Health Plan
 Provider Account Management
Provider.Relations@sharp.com
 Tel: 1-858-499-8330 | Fax: 1-858-303-9049

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