SHARP Health Plan

Provider Alert

To: Sharp Health Plan Commercial Providers and Office Staff
From: Sharp Health Plan
Date: October 26, 2026
Subject: Commercial Provider Operations Manual annual update (effective January 1, 2027)

Dear Provider Partners,

Sharp Health Plan has updated its Provider Operations Manual (POM) for providers serving our commercial members. Below is a summary of changes included in the annual update to the previous manual. These changes will take effect on January 1, 2027. You can view and download Commercial POM online at sharphealthplan.com/pom.

Section		Subsection	Page #	Summary of Changes
I	Introduction and Overview	About Us	10	Updated San Diego's best health insurance recognition to six consecutive years.
I	Introduction and Overview	California Mental Health Parity Law	20	Added name of SB 855 state regulation
II	Sharp Health Plan Benefits	Health Savings Account (HSA)- Compatible Health Plan	25	Added IFP Bronze and Minimum Coverage as qualified plans for 2027
II	Sharp Health Plan Benefits	Ancillary Benefits	26	Adult dental coverage removed
II	Sharp Health Plan Benefits	Value-Added Services	28	Clarified that Assist America reimbursement claims must be submitted to Sharp Health Plan. Updated

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				benefits for Best Health and ChooseHealthy programs.
III	Member Enrollment and Eligibility	Member ID Cards	35	Updated member ID card samples for 2027.
IV	Member Services	Independent Medical Review (IMR)	55	Revised language about members' right to request an IMR.
V	Provision of Professional Services	Role of the Primary Care Physician (PCP)	61	Clarified that an OB/GYN must agree to be a primary care physician.
V	Provision of Professional Services	Contract Terminations	63	Revised the definition of a block transfer per current regulations.
V	Provision of Professional Services	Provider Directory Verification and Attestation	75	Independent Provider Attestations - Temporary removal of Symphony/Availity language until operational.
V	Provision of Professional Services	Accessibility and Appointment Availability	81	Updated standards per 2027 requirements
V	Provision of Professional Services	Timely Access to Care	86	Updated standard charts for appointments and telephone, and standards for office wait times
VI	Utilization Management	Denial of Services	106	Clarified roles of physicians and pharmacists

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VII	Pharmacy Benefit Services	Tiered Copay Programs	117	Removed reference to self-injectable medications
VII	Pharmacy Benefit Services	Dispense as Written (DAW) Prescriptions	120	Added medical necessity as requirement for covered brand name drugs.
VII	Pharmacy Benefit Services	Specialty Medications	123	Updated Specialty Pharmacy Services language and prescription submission information; removed outdated CVS Specialty Pharmacy references.
VII	Pharmacy Benefit Services	Non-Covered Services and Medications	124	Updated prescription drug exclusions and limitations, including weight-loss medication and over-the-counter drug coverage criteria. Removed outdated exclusion language and clarified applicable exceptions.
VIII	Quality Improvement	Quality Measurement	135	Updated HEDIS section per well-child visits, well-care visit codes. Added CBP to physician support of quality improvement activities. child and adolescent BMI assessments
VIII	Quality Improvement	Summary of Preventive Care Services	142	Added COVID -19 immunization recommendation for children and adults with risk factors. Aspirin removed as covered under the pharmacy benefit. Updated references/guidelines.
IX	Claims and	Claims Payment Editing	153	Removed reference to auditing all claims

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Section		Subsection	Page #	Summary of Changes
	Encounters	System		with edits due to auto adjudication.
IX	Claims and Encounters	Claim Acknowledgement Sample	162	Updated sample.
IX	Claims and Encounters	Remittance Advice Summary Sample	163	Updated sample.

In addition to the above, please note other information available in the commercial POM and associated page numbers. There are no material content changes to these sections.

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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.

Best regards,

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