SHARP Health Plan

Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: November 16, 2026
Subject: IMPORTANT: Annual After-Hours Survey Now Underway

Attention Provider Partners,

The annual After-Hours Survey is now underway. QMetrics will conduct survey calls on behalf of Sharp Health Plan through the end of November 2026. This outreach is conducted after normal business hours to assess compliance with regulatory after-hours access standards

What to Expect

- After-hours telephone calls placed between 6:00 p.m. and 8:00 a.m.
- Evaluation of live person responses, answering services, recordings, or auto attendants.
- Assessment of emergency messaging and urgent callback procedures.

Please Verify

- Emergency instructions direct callers to call 911 or go to the nearest emergency room.
- Patients with urgent needs can reach a provider, on-call provider, or healthcare professional.
- Urgent callback expectations are communicated as immediately or within 30 minutes.

Thank you for your partnership and commitment to member access.

Questions? Feel free to contact Sharp Health Plan's Provider Account Management team for any additional questions at provider.relations@sharp.com or 1-858-499-8330, Monday – Friday, 8 a.m. to 5 p.m.

Sincerely,

Sharp Health Plan Provider Account Management
provider.relations@sharp.com
Tel: 1-858-499-8330 | Fax: 1-858-303-9049

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