SHARP Health Plan

Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: November 9, 2026
Subject: ACTION REQUIRED: Annual After-Hours Survey Launches Next Week

Attention Provider Partners,

Sharp Health Plan's survey vendor, QMetrics, will begin conducting the annual After-Hours Survey on November 16, 2026. This mandatory survey supports Department of Managed Health Care (DMHC) requirements to evaluate after-hours access and ensure members receive appropriate guidance when seeking care outside normal business hours.

What to Expect

- Telephone outreach is conducted outside normal business hours, between 6:00 p.m. and 8:00 a.m.
- Surveyors may reach a live person, answering service, recording, or auto attendant.
- Outreach evaluates emergency messaging, urgent care instructions, and after-hours access processes.

Office Preparation

Please ensure your telephone systems, answering services, and after-hours coverage procedures are properly configured, and staff are trained to provide compliant responses.

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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Survey Question	Compliant Response
What would you tell a caller experiencing a life-threatening emergency?	Hang up and dial 911 and/or go to the nearest emergency room
Can a patient with an urgent need speak to a provider, on-call provider, or advice nurse?	Yes
How quickly can the patient expect a return call?	Immediately or within 30 minutes or less

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