SHARP Health Plan

Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: November 23, 2026
Subject: Reminder: Annual After-Hours Survey Continues

Attention Provider Partners,

This is a reminder that the annual After-Hours Survey is currently underway and will continue through November. QMetrics may contact your office outside normal business hours to assess after-hours access and emergency messaging.

Please ensure:

- After-hours calls are routed appropriately.
- Emergency instructions clearly direct callers to call 911 or visit the nearest emergency room.
- Urgent requests are routed to a provider, on-call provider, or healthcare professional.
- Urgent callbacks are communicated as occurring immediately or within 30 minutes.

Thank you for helping ensure compliance with DMHC access requirements.

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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