



## Provider Alert

**To:** Sharp Health Plan Providers and Provider Office Staff  
**From:** Sharp Health Plan  
**Date:** October 6, 2026  
**Subject:** ACTION REQUIRED: Provider Appointment Availability Survey (PAAS) Wave 2 begins today

Attention Provider Partners,

This is a reminder that Sharp Health Plan's annual Provider Appointment Availability Survey (PAAS) Wave 2 begins today, October 6, 2026. This mandatory survey, required by the Department of Managed Health Care (DMHC), is designed to assess provider compliance with timely access standards.

Beginning today, providers selected for Wave 2 may receive the survey from QMetrics, Sharp Health Plan's survey partner, via email or fax. Wave 2 fielding will continue through October 29, 2026.

Upon receipt, providers are asked to complete and return the survey within five (5) business days. Returning the survey promptly helps avoid follow-up telephone outreach to your office. If a survey is not returned within five (5) business days, QMetrics will contact the office by phone to conduct the survey. Please provide your next available appointment regardless of modality, including in-person or telehealth visits.

As a Sharp Health Plan provider, participation in this survey is a contractual requirement. Providers who refuse to participate will be scored as non-compliant in accordance with DMHC requirements.

Please feel free to contact Sharp Health Plan's Provider Account Management team for any additional questions at [provider.relations@sharp.com](mailto:provider.relations@sharp.com) or 1-858-499-8330, Monday – Friday, 8 a.m. to 5 p.m.

|                                                                   |
|-------------------------------------------------------------------|
| <b>Wave 2 Fielding Date</b>                                       |
| October 6 – October 29 (email/fax)                                |
| Phone calls will begin on October 16 for nonresponsive providers. |

Sincerely,

Sharp Health Plan Provider Account Management

[provider.relations@sharp.com](mailto:provider.relations@sharp.com)

Tel: 1-858-499-8330 | Fax: 1-858-303-9049

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# SHARP Health Plan

## DMHC Timely Access Standards

| Provider Type                                               | Access Standard                                                                                         |
|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>Urgent Appointments</b>                                  |                                                                                                         |
| Primary Care Provider (PCP)                                 | Within 48 hours of request (including weekends and holidays)                                            |
| Specialist                                                  | - Within 48 hours (no prior authorization required)<br>- Within 96 hours (prior authorization required) |
| Dental Services                                             | Within 72 hours of the time of request                                                                  |
| Non-Physician Mental Health (NPMH) Provider or Psychiatrist | - Within 48 hours (no prior authorization required)<br>- Within 96 hours (prior authorization required) |
| <b>Non-Urgent Appointments</b>                              |                                                                                                         |
| Primary Care Provider (PCP)                                 | Within 10 business days of request                                                                      |
| Specialist                                                  | Within 15 business days of request                                                                      |
| Ancillary Services Provider                                 | Within 15 business days of request                                                                      |
| Dental Services                                             | 36 business days of request                                                                             |
| Preventive Dental Care Appointments                         | Within 40 business days of request                                                                      |
| Non-Physician Mental Health (NPMH) Provider                 | Within 10 business days of request                                                                      |
| Psychiatrist                                                | Within 15 business days of request                                                                      |
| NPMH Provider (Follow-Up Appointment)                       | Within 10 business days of request                                                                      |

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