



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: October 13, 2026
Subject: REMINDER: PAAS Wave 2 survey response requested | Follow-up contractual obligations

Attention Provider Partners,

Sharp Health Plan is currently conducting Wave 2 of the annual Provider Appointment Availability Survey (PAAS) through October 29, 2026. This mandatory survey, required by the Department of Managed Health Care (DMHC), is designed to assess provider compliance with timely access standards.

If your office receives a survey from QMetrics via email or fax, please complete and return it within five (5) business days. Returning the survey promptly helps avoid follow-up telephone outreach to your office staff. Providers who do not respond within five (5) business days may be contacted by telephone to complete the survey. As a Sharp Health Plan provider, you are contractually obligated to participate in this survey. The DMHC requires health plans to score providers who refuse to participate as non-compliant.

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

For additional information, refer to the FAQ section below. Please 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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