SHARP Health Plan

Provider Alert

To: Sharp Health Plan Providers and Office Staff
From: Sharp Health Plan
Date: October 23, 2026
Subject: Notice of provider portal issue and workaround

Dear Provider Partners,

Sharp Health Plan is aware of a technical issue with our provider portal. Portal users are unable to download and access eligibility documents due to a password restriction and request to download 3rd-party software.

We are diligently working to find a solution for this issue. In the meantime, we have identified a temporary workaround so that you can access eligibility documents. Please see the following training document "How do I check Coverages and Benefits" that provides instruction on how to access eligibility documents now.

We regret this inconvenience. We will notify you when the issue is fully resolved.

Questions? Please contact Sharp Health Plan Provider Account Management by email at provider.relations@sharp.com or by phone at 1-858-499-8330. Thank you for your partnership.

Best regards,

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

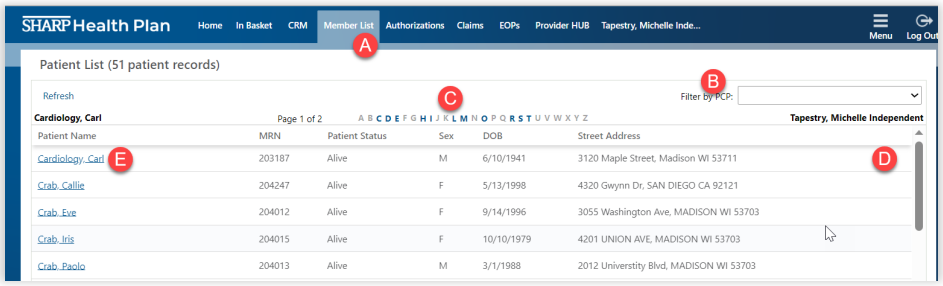
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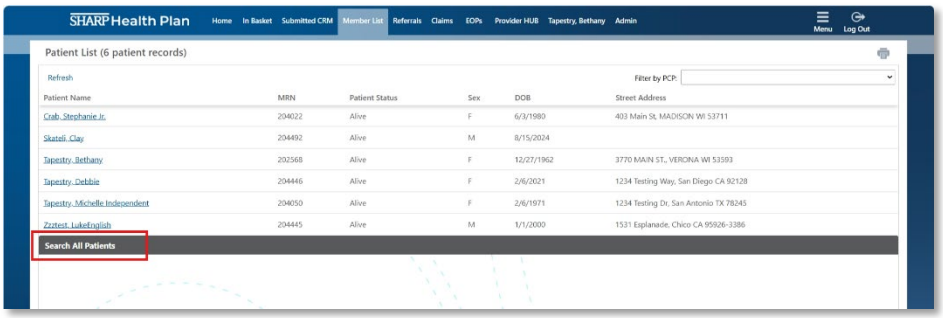
How do I check coverages & benefits?

Check a member's coverages and benefits

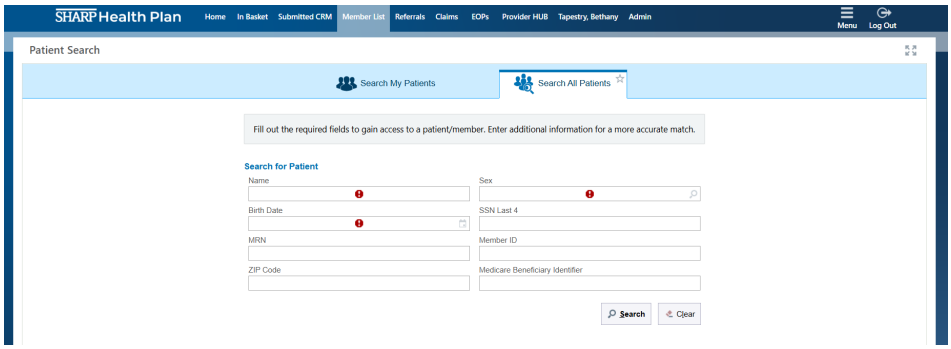
1. Log in to your Sharp Health Plan online account at provider.sharphealthplan.com.
2. Do any of the following to check a member's coverages and benefits:
   A. Select **Member List** from the top navigation.
   B. **Filter by PCP**, **OR**
   C. Select a letter to look up the Member by last name, **OR**
   D. Scroll through the list of records.
   E. Then, select the Member when you find them.



3. If the member is not in your **Member List**, click on **Search All Patients**.



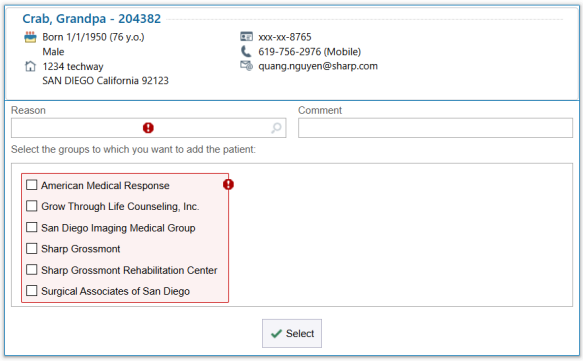
4. Enter Name, Birth Date, and Sex to search for a patient.



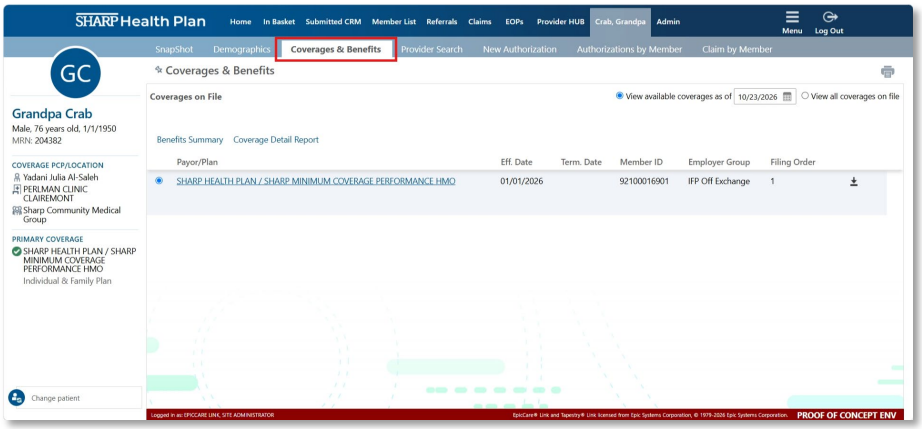
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How do I check coverages & benefits?

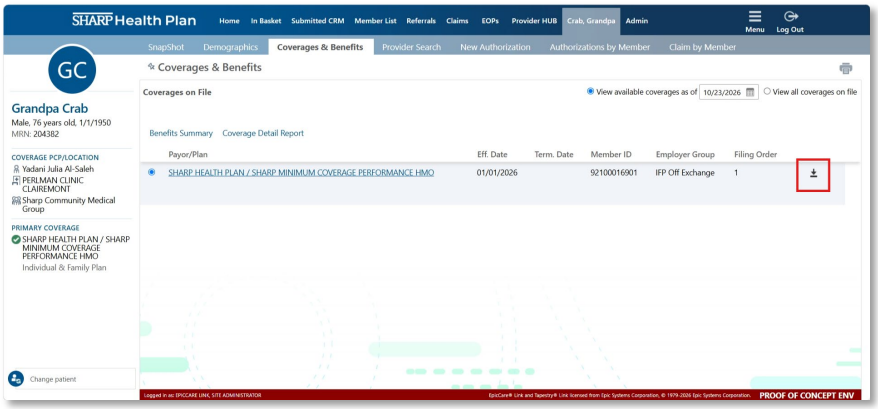
5. Complete the required steps to access the patient.



6. Select **Coverages & Benefits.**

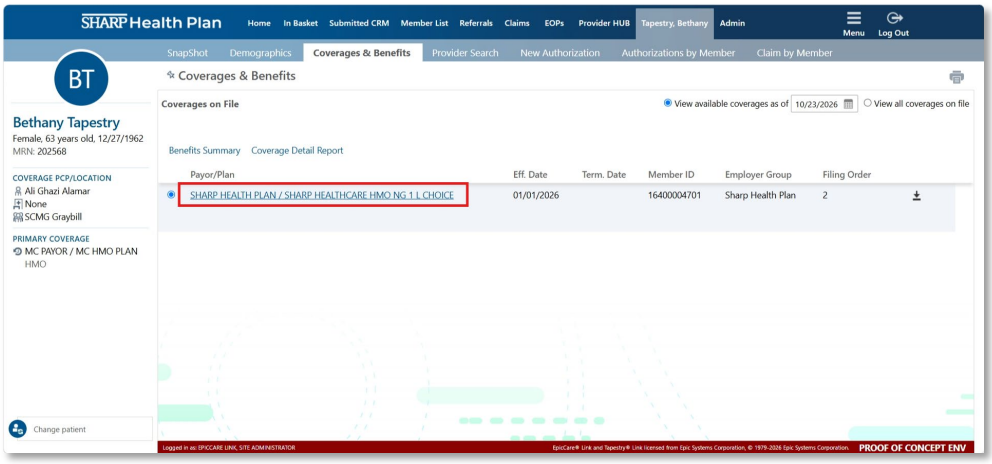


7. To download coverage documents including member handbook, summary of benefits, summary of benefits and coverage, and riders, click on the Download Benefits Document on the right.



How do I check coverages & benefits?

8. For additional details such as **Member Status**, **Benefits Inquiry, Deductibles and MOOPs,** click on the plan name.



NOTE: Do not use the Download EOC function on this screen as you may encounter an error when viewing the documents. Refer to step #7 on how to download coverage documents.

