



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: August 11, 2026
Subject: ACTION REQUIRED: Provider Appointment Availability Survey (PAAS) begins today

Attention Provider Partners,

This is a reminder that Sharp Health Plan's annual Provider Appointment Availability Survey (PAAS) begins today, August 11, 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 1 may receive the survey from QMetrics, Sharp Health Plan's survey partner, via email or fax. Wave 1 fielding will continue through September 4, 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.

Wave 1 Fielding Date	Wave 2 Fielding Date
August 11 – September 4 (email/fax) Phone calls will begin on August 21 for nonresponsive providers.	October 6 – October 29 (email/fax) Phone calls will begin on October 16 for nonresponsive providers.

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SHARP Health Plan

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

DMHC Timely Access Standards

Provider Type	Access Standard
Urgent Appointments	
Primary Care Provider (PCP)	Within 48 hours of request (including weekends and holidays)
Specialist	- Within 48 hours (no prior authorization required) - 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) - Within 96 hours (prior authorization required)
Non-Urgent Appointments	
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

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Provider Type	Access Standard
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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