



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: June 29, 2026
Subject: Timely Access Tool Kit for Medical Providers

Sharp Health Plan's timely access tool kit below outlines the Department of Managed Health Care's timely access standards.


For additional information on timely access standards and procedures, please refer to the Commercial Provider Operations Manual which can be found at www.sharphealthplan.com/POM. Timely access to care requirements is also on the California Department of Managed Health Care (DMHC) website at www.dmhc.ca.gov or reached at 1-888-466-2219.

Thank you for your continued partnership in providing the best care possible for our members. If you have any questions, please contact a Provider Account Specialist at provider.relations@sharp.com or 1-858-499-8330. We are available to assist you Monday – Friday, 8 a.m. to 5 p.m.

Best regards,
Sharp Health Plan
Provider Account Management
Provider.Relations@sharp.com
Tel: 1-858-499-8330 | Fax: 1-858-303-9049

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver the message to the intended recipient, the reader is hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please notify Sharp Health Plan at the telephone number listed below immediately and destroy all information received.

Urgent Care Appointment

Prior authorization is **not required**
 **48** Hours

Prior authorization **is required**
 **96** Hours



Dental Services: Within **72 hours** of the time of the request

Non – Urgent Care Appointment

Primary Care Physician

 **10**
business days
Excludes preventive care appointments

Specialty Care Physician

 **15**
business days
Excludes routine follow-up appointments

Ancillary Provider

 **15**
business days
X-rays, lab tests, etc. for the diagnosis and treatment of injury, illness or other health conditions

Dental Services







36
business days of the request



Preventive Dental Care Appointments

Within **40** business days of the request



Access to Care		
 <p>Providers must provide 24/7 screening by telephone (wait times should not exceed 30 minutes)</p>	 <p>In-office wait times for a scheduled appointment should not exceed 30 minutes</p>	 <p>Sharp Health Plan provides free interpreter services for scheduled appointments</p>
After – Hours Availability		
 <p>For life-threatening emergencies members should be directed to call 911 and/or go to the nearest ER</p>	 <p>A member should be able to speak with a provider, on-call provider or healthcare professional</p>	 <p>A member should be connected to a provider immediately or within 30 minutes</p>

Provider Appointment Availability Survey (PAAS)

Sharp Health Plan evaluates and monitors appointment access annually through the PAAS to ensure that network providers meet regulatory standards as outlined by the Department of Managed Health Care.

Providers are first faxed or emailed the survey. If no response is received, provider offices are called.

The provider’s office is asked the following questions:

Questions	Compliant Answers
Q1: Urgent services are for a condition which requires prompt attention but does not rise to the level of an emergency. When is «salutation»’s next available appointment date and time for urgent «fielding_specialty» services?	A date and time that is within 48 hours (for appointments with no prior authorizations required) or 96 hours (for appointments with prior authorizations required).



Questions	Compliant Answers
<p>Q2: When is «salutation»'s next available appointment date and time for non-urgent «fielding_specialty» services?</p>	<p>A date and time that is within 10 business days for PCPs and 15 business days for specialists and ancillary services.</p>
<p>Q3: We are studying what happens when providers do not have an urgent appointment available within 48 or 96 hours and the enrollee's condition does not rise to the level of an emergency. If «salutation» does not have an urgent appointment available within these standards, does «salutation» do any of the following:</p> <ul style="list-style-type: none"> a) Triage to assess the appropriate wait time b) b. Schedule the patient with another provider in the office c) Schedule more than one patient for same appointment time d) Refer the patient to a provider in another office e) Refer the patient to an after-hours or urgent care clinic f) Refer the patient to their health plan for assistance obtaining a timely appointment 	<ul style="list-style-type: none"> a) Yes b) Yes c) No d) Yes e) Yes f) Yes



After-Hours Survey

The After-Hours Survey ensures network providers meet regulatory standards for timely access. The annual survey measures and reports after-hours access to behavioral health providers and assesses the accuracy of emergent, non-emergent, and urgent instructions provided to members seeking information after-hours.

The provider’s office is asked the following questions:

Questions	Compliant Answers
What would you tell a caller who states he/she is dealing with a life-threatening emergency situation?	Hang up and dial 911 AND/OR Go to the nearest emergency room
If a patient expresses an urgent need to speak with a clinician, is there a way you can put them into contact with the provider, or an on-call provider or health care professional such as an advice nurse?	Yes
In what timeframe can the patient expect to hear from the provider or on-call provider?	Immediately OR 30 minutes or less

Provider Satisfaction with Access and Language Assistance Program Survey (PSLAP)

This annual survey assesses provider satisfaction with access to Sharp Health Plan’s services and the availability and quality of interpreters. The survey is distributed annually via fax to all Sharp Health Plan provider partners. Your response to this survey is critical, as this survey is regulated by the Department of Managed Healthcare.

The provider’s office is asked the following questions:

Access Survey Questions
Q1. How satisfied are you with the ability of your patients to obtain urgent care appointments within 48 hours of the request for appointment for services that do not require prior authorization?
Q2. How satisfied are you with the ability of your patients to obtain urgent care appointments within 96 hours of the request for appointment for services that require prior authorization?



Q3. How satisfied are you with the ability of your patients to obtain non-urgent appointments for primary care within ten (10) business days of the request for appointment.

Q4. How satisfied are you with the ability of your patients to obtain non-urgent appointments with a specialist provider within fifteen (15) business days of the request for appointment?

Q5. How satisfied are you with the ability of your patients to obtain non-urgent appointments with a non-physician mental health care provider within ten (10) business days of the request for appointment?

Q6. How satisfied are you with the ability of your patients to obtain non-urgent appointments for ancillary services within fifteen (15) business days of the request for appointment, for the diagnosis or treatment of injury, illness, or other health condition?

Language Assistance Program Survey Questions

Q7. Does your office know how to access the Sharp Health Plan Language Assistance Line?

Q8. Has your office needed to access the Language Assistance Program for Sharp Health Plan Members?

Q9a. How would you rate your experience with coordinating an appointment with an interpreter

Q9b. How would you rate the availability of interpreters, based on the needs of your patients

Q9c. How would you rate the ability of interpreters to effectively communicate with you on behalf of your patients

Q10. Were there options to have an interpreter available via phone, in-office, or telehealth (video)?

Q11. Were you able to obtain interpreting services in the language(s) requested?

Q12. Was there an option for an in-office or telehealth (video) sign interpreter?

