



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: March 30, 2026
Subject: Amendments to California Health & Safety Code §1367.27 (Knox-Keene Act)

The Department of Managed Health Care (DMHC) has issued amendments to the Knox-Keene California Health & Safety Code §1367.27 regarding provider directories. These changes supplement the existing SB 137 requirements and Uniform Provider Directory Standards. Below are key highlights from the legislation. Plan providers must adhere to these new requirements as part of the established quarterly roster submission process.

Key Highlights

- **Practice address formatting and “no address” requirements**
 - All practice addresses must follow USPS Publication 28 (October 2024) addressing standards.
 - When a provider does not maintain a traditional practice location, e.g., services are delivered exclusively in the patient’s home, via telehealth, or at the patient’s care setting, Sharp Health Plan will apply the appropriate “No Address” designation based on the provider’s service model, using the required regulatory statements.
- **Provider specialty display standards**
 - All specialty information must follow the DMHC’s standardized provider type methodology.
 - Specialties listed in the directory must be reported consistent with the specialty or specialties:
 - contracted with the Plan or your provider group;
 - issued by American Board of Medical Specialties (ABMS) recognized board certifications;
 - associated with the provider’s NPI; or
 - the accrediting organization.

NOTICE: The information contained in this message may be privileged and confidential and is only for the use of the individual or entity named on this coversheet. 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 immediately and destroy all information received. U.S. Department of Health and Human Services. (n.d.). Uses and disclosures for treatment, payment, and health care operations. HHS.gov.

SHARP Health Plan

- Providers must identify the accrediting organization used for displaying specialty certifications on the provider directory.
- **Telehealth service indicators**
 - Provider listings must state whether the provider:
 - delivers services at a physical location and via telehealth, or
 - exclusively delivers health care services via telehealth.
- **Disability accommodations**
 - Directories must indicate whether the provider's office/facility offers:
 - Accommodations for individuals with disabilities, including auxiliary aids and services, ensuring effective communication in-person and via telehealth.
 - A description of available physical accessibility accommodations.

Sharp Health Plan will distribute updated rosters to accommodate the newly required data in June 2026.

To view the Amendments to California Health & Safety Code §1367.27 (Knox-Keene Act), you can visit <https://bit.ly/calregs-doc-i320>.

Questions? Please contact Sharp Health Plan's Provider Account Management team. Thank you for your partnership.

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 message may be privileged and confidential and is only for the use of the individual or entity named on this coversheet. 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 immediately and destroy all information received. U.S. Department of Health and Human Services. (n.d.). Uses and disclosures for treatment, payment, and health care operations. HHS.gov.