SHARP Health Plan

Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: November 4, 2026
Subject: The Provider Satisfaction with Access and Language Assistance Program launches today

Dear Provider Partner:

Sharp Health Plan's annual Department of Managed Health Care (DMHC) Provider Satisfaction with Access and Language Assistance Program (PSLAP) survey launches today, November 4, 2026, in collaboration with our third-party survey vendor, QMetrics.

The PSLAP survey gathers provider feedback regarding timely access to care and language assistance services. Survey topics include timely access to urgent and non-urgent care, as well as provider experiences with interpreter coordination, availability, communication effectiveness, and available interpreter service options.

How to complete the survey:

- Look for the PSLAP survey via fax from QMetrics.
- Complete and return the faxed survey or complete the survey online using the QR code included with the fax invitation.
- A single survey is sent for each unique provider type and office location. Please coordinate with the appropriate office staff to ensure a response is submitted for the applicable provider type and location.

Provider offices that have not responded may receive follow-up reminders from QMetrics.

We encourage your office to complete the survey upon receipt. Your feedback provides Sharp Health Plan with valuable insight into provider experiences with patient access and language assistance services. The 2026 PSLAP survey period will conclude December 31, 2026.

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.

Sincerely,

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