



News Flash!

[A FAX Publication for Providers of Sharp Health Plan](#)

To: Sharp Health Plan Physicians & Office Staff

From: Network Management & Provider Relations Department

Date: October 20, 2016

**Subject: Updated Provider Operations Manual for Commercial Plans
(Effective 1/1/17)**

Sharp Health Plan has posted a revised Provider Operations Manual (POM) for Commercial Plans effective January 1, 2017. The updated version of this document is available on our website in the "For Providers" section at www.SharpHealthPlan.com/for-providers/provider-operations-manual.

The updated POM has been revised for 2017. Key changes are noted below:

Section I – Introduction and Overview: Updated Resources table

Section III – Member Enrollment and Eligibility: Verifying eligibility for newborns, updated Membership Card images

Section V – Provision of Professional Services: Plan Provider Responsibilities

Section VI – Utilization Management: Improved description of UM processes, and Emergency Services updates

Section VII – Pharmacy Benefit Services: Tiered CoPay Programs, Specialty Pharmacy Services Covered Under the Pharmacy Benefit, Preventative Health Medications, Specialty Medications and Non-Covered Medications

Section VIII – Quality Improvement: Updated Quality measures, Clinical Practice and Preventive Health Guidelines, and PCP Medical Record Documentation Standards

In addition to the above, please note other information available in the POM:

- Information on our Quality Improvement Program, page 96
- Case Management Programs, page 75; Disease Management Program, page 76
- UM Affirmative Statement, page 67; UM Criteria, page 70; Availability of UM Staff, page 70
- Drug Formulary and Pharmacy Management Procedures, page 95
- Member Rights and Responsibilities Statement, page 42

For your convenience, live web links to Clinical Practice Guidelines are available on the Sharp Health Plan Provider website at <https://www.sharphealthplan.com/for-providers/clinical-resources>.

If you have any questions, please contact Sharp Health Plan Provider Relations (858)499-8330 or email provider.relations@sharp.com.