



# *News Flash!*

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

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**To: Sharp Health Plan Physicians & Office Staff**

**From: Network Management & Provider Relations Department**

**Date: June 29, 2016**

**Subject: Updated Provider Operations Manual for Commercial Plans**

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In accordance with Sharp Health Plan's (Plan) compliance with the California Health and Safety Code Section 1367.27, effective July 1, 2016, we have updated our Provider Operations Manual (POM) for Commercial Plans. The updated version of this document is available on our website in the Provider section: [www.SharpHealthPlan.com/for-providers/provider-operations-manual](http://www.SharpHealthPlan.com/for-providers/provider-operations-manual).

The POM includes revised and updated resources as noted below and outlines your role in ensuring that Sharp Health Plan is able to publish and maintain up-to-date and accurate provider directories.

**Section 1 - Introduction:** The Resources table contains information on how to report suspected directory inaccuracies to the Plan.

**Section 5 - Provision of Professional Services:**

- The Plan Provider Responsibilities section outlines the requirement for Providers to notify the Plan within five (5) business days of changes in practice, including whether or not the Provider is accepting new patients.
- The Plan Provider Updates section:
  - 1) Lists the types of changes that require Providers to notify the Plan within five (5) business days; and
  - 2) The Plan Provider Updates section describes the Provider's requirement to affirmatively respond within thirty (30) business days to the Plan's directory verification notifications. For independently contracted providers, these notifications will occur bi-annually on March 31<sup>st</sup> and September 30<sup>th</sup>. For Plan Medical Groups, these notifications will occur annually on March 31<sup>st</sup>.

The Plan will amend current contracts to meet the requirements of the legislation. These amendments will require your signature. Please look for these amendments in your mail in the weeks ahead.

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