



Subject: IMPORTANT: Upgrade Information - Please Read

Hi

As a reminder, Sharp Health Plan is upgrading its core administrative system and portals on January 1, 2018. For your convenience, we have recapped important information for you below:

New Member ID Cards and Numbers

- We have re-designed our Commercial Member ID cards to offer higher durability, and easier access to member cost-share and contact information. New ID cards will include a new Member ID number (beginning with the number 92). We have attached samples of the new ID cards. You can also view them online at sharphealthplan.com/for-providers/systemupgrade.
- New ID cards will be mailed to members this month. Members should use their current ID cards through December 31, 2017. Beginning January 1, 2018 they will need to use their new ID card and number when accessing care and filling prescriptions.
- If your patient needs another new ID card, please direct them to the replacement ID card request form on our website at sharphealthplan.com.
- **Beginning January 1, your providers and their office staff *must* use the new Member ID number when submitting medical and pharmacy authorizations to Sharp Health Plan, and when checking eligibility through the provider portal and over the phone.** Please help us keep patient service levels high during this transition by asking your providers and their office staff to use our automated call system when checking patient eligibility over the phone, and only transferring to a Customer Care representative if they need further assistance.

Sharp Connect Provider Portal

- We are upgrading our provider portal, making it easier to navigate and check eligibility and benefits online. Existing portal users will have to re-register beginning January 1, 2018 at sharphealthplan.com/login.



- We encourage all providers to create a provider portal account as it will have the most up-to-date patient information. There will be resources available to help navigate the upgraded portal. If you have providers who would like to schedule a training, please contact our Provider Relations team at the information below.

We are dedicated to making this a seamless transition. If you have questions, please review our FAQ at sharphealthplan.com/for-providers/systemupgrade, or contact Provider Relations at provider.relations@sharp.com or (858) 499-8330. We are available to assist you Monday - Friday, 8 a.m. to 5 p.m.

If you would like help communicating these system upgrades to your providers and their office staff, please let us know. We're happy to assist you in developing materials.

Thank you for your support during this transition.

Warm regards,

A handwritten signature in black ink, appearing to read "C. Shames", is positioned to the right of a thin vertical grey line.


Cary B. Shames, DO, CHCQM, FABQAURP
VP, Chief Medical Officer



New Member ID Card Samples

ID Cards Effective 1/1/18

Commercial


	<firstname><lastname><suffix> ID# <920003456789*01> DOB: <MM/DD/YY> Effective: <MM/DD/YY> Account: <Account Name> Account #: <Account #>
Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX>	Deductible: <\$x,xxx> Cost Share: PCP <\$xx or xx%> Specialist <\$xx or xx%> Hospital <\$xx or xx%> Urgent Care <\$xx or xx%> ER <\$xx or xx%>
Plan Medical Group: <Affiliated Network>	
Network: <Network>	

Please visit sharphealthplan.com for member questions.

Member Questions: 1-800-359-2002	IMPORTANT: Sharp Health Plan only covers care by Plan Providers, except for emergency services and out of area urgent care. Contact your Primary Care Physician for all other services.
Pharmacy Questions: MedImpact: 1-800-788-2949 PCN# 56900 BIN# 003585	
Mental Health Questions: 1-800-359-2002	
Provider Questions: 1-800-359-2002	
Medical Claims: PO Box 939036 San Diego, CA 92193	

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Municipal Employees Association (MEA)



	<firstname><lastname><suffix> ID# <920003456789*01> DOB: <MM/DD/YY> Effective: <MM/DD/YY> Account: City of San Diego/MEA Account #: <Account #>
Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX>	Deductible: <\$x,xxx> Cost Share: PCP <\$xx or xx%> Specialist <\$xx or xx%> Hospital <\$xx or xx%> Urgent Care <\$xx or xx%> ER <\$xx or xx%>
Plan Medical Group: <Affiliated Network>	
Network: <Network>	

Please visit sharphealthplan.com for member questions.

Member Questions: 1-888-840-4747	IMPORTANT: Sharp Health Plan only covers care by Plan Providers, except for emergency services and out of area urgent care. Contact your Primary Care Physician for all other services.
Pharmacy Questions: MedImpact: 1-800-788-2949 PCN# 56900 BIN# 003585	
Mental Health Questions: 1-888-840-4747	
Provider Questions: 1-888-840-4747	
Medical Claims: PO Box 939036 San Diego, CA 92193	

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Point of Service (POS)

<first name> <last name> <suffix> DOB: <MM/DD/YY> Account: <Account Name> Account #: <Account #>	ID# <920003456789*01> Point of Service (POS) Effective: <MM/DD/YY>
 Tier 1: HMO Benefit Level Primary Care Physician: <First Name> <Last Name> <XXX-XXX-XXXX> Plan Medical Group: <Affiliated Network> Network: <Network>	Network By  Tier 2: Open Choice PPO Network Deductible: <\$x,xxx> Cost Share: PCP <\$xx> Specialist <\$xx> Hospital <\$xx> Urgent Care <\$xx> ER <\$xx>

Please visit sharphealthplan.com for member questions.

Member Questions: 1-844-483-9011	IMPORTANT: Emergency services and out of area urgent care services are covered without Prior Authorization. For urgent care in San Diego or Southern Riverside, call your Primary Care Physician.
Pharmacy Questions: MedImpact: 1-800-788-2949 PCN# 56900 BIN# 003585	
Mental Health Questions: 1-844-483-9011	
Provider Questions: 1-844-483-9012	
Sharp Health Plan and Aetna Medical Claims: PO Box 939036 San Diego, CA 92193	Some HMO Benefit Level services require Prior Authorization. See your Primary Care Physician for information. Other services may require Precertification. Failure to obtain Precertification will result in reduced coverage. See your Health Plan Benefits and Coverage Matrix to determine which services require Pre-certification.

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