

News Flash



UPDATE: New Member ID Cards, Portals & More

To: Sharp Health Plan Independent Providers
Attn: Providers & Provider Office Staff
From: Sharp Health Plan
Date: December 18, 2017
Subject: **Important Information on New Core Administrative System – Please Read**

Attention Provider Partner,

This is a reminder that Sharp Health Plan's system upgrade will go live on January 1, 2018. For your convenience, we have recapped important information for you and your provider office staff below.

Beginning January 1, 2018:



- **Member ID Cards & Numbers**

- Check new Commercial Member ID cards
- Use the new Member ID number (starting with 92) when:
 - Checking eligibility and benefits through the provider portal
 - Checking eligibility over the phone
 - Completing medical & pharmacy authorization request forms



- **Sharp Connect Provider Portal**

- Use the portal to check patient eligibility and benefits
- Use the portal to view medical authorizations for Sharp Health Plan's Independent Network



- **Customer Care**

- Help us keep our service levels high by using the automated system, and only transferring to a Customer Care representative if you need assistance. Remember, you can check eligibility and benefits through the provider portal with the new member ID number!



- **Medical & Pharmacy Authorizations**

- Continue faxing your medical authorizations for Sharp Health Plan's Independent Network to Sharp Health Plan
- Continue your current medical authorization processes for all other Medical Groups
- Continue faxing your pharmacy authorization requests to Sharp Health Plan

We have enclosed samples of the new Member ID cards. ID card samples are also available on our website, along with an FAQ sharphealthplan.com/for-providers/systemupgrade. If you have additional questions, contact Provider Relations at provider.relations@sharp.com or (858) 499-8330. If you have patient eligibility questions, please contact Customer Care at (858) 499-8300 or 1-800-359-2002.

Warm regards,

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

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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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