



News Flash



Important Provider Update

To: Sharp Health Plan Providers
Attn: Providers & Provider Office Staff
From: Sharp Health Plan
Date: October 18, 2017
Subject: **New Provider Operations Manual for Commercial Plans Effective 1/1/2018**

Attention Provider Partner:

Sharp Health Plan revised its Provider Operations Manual (POM) for Commercial Plans. The updated version of this document will be available January 1, 2018 under the "For Providers" section of our website at sharphealthplan.com/for-providers/provider-operations-manual.

For your convenience, we've noted key updates to the 2018 Commercial POM below:

- **Section I – Introduction and Overview:** Updated Resources Table, Covered California
- **Section II – Sharp Health Plan Benefits:** Sharp Connect Change to Eligibility & Referral Look Up (ACES)
- **Section III – Member Enrollment and Eligibility:** Updated Member ID Card (Images)
- **Section V – Provision of Professional Services:** Updated Accessibility and Timeliness Standards to Care, Provider-Initiated Member Dismissal Process
- **Section VI – Utilization Management:** Updated Referral & Authorization Process (Sharp Connect)
- **Section VII – Pharmacy Benefit Services:** Prior Authorization (Revised form: 61-211)
- **Section VIII – Quality Improvement:** Updated Quality Measures, Clinical Practice, and Preventive Health Guidelines

If you have questions, please email Provider Relations at provider.relations@sharp.com or call us at (858) 499-8330. We are available to assist you Monday – Friday, 8 a.m. to 5 p.m.

Warm regards,

Dr. Cary B. Shames, DO, CHCQM, FABQURP

VP, Chief Medical Officer

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News Flash



Important Provider Update

To: Sharp Health Plan Providers
Attn: Providers & Provider Office Staff
From: Sharp Health Plan
Date: October 18, 2017
Subject: **New Provider Operations Manual for Sharp Direct Advantage Medicare Plans Effective 1/1/2018**

Attention Provider Partner:

Sharp Health Plan has revised its Provider Operations Manual (POM) for Sharp Direct Advantage Medicare Plans. The updated version of this document will be available January 1, 2018 under the "For Providers" section of our website at sharphealthplan.com/for-providers/provider-operations-manual.

For your convenience, we've noted key updates to the 2018 Sharp Direct Advantage POM below:

- **Quick Reference Guide**
 - Customer Care Phone Number
- **Sharp Direct Advantage Member ID Cards**
 - Images
- **Network Pharmacy**
 - Part D Prescription Drug Coverage
 - Formulary
 - Medicare Part D Transition Policy
 - Medication Therapy Management Program

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