



News Flash



UPDATE: New Member ID Cards

To: Sharp Health Plan Independent Providers
Attn: Providers & Provider Office Staff
From: Sharp Health Plan
Date: January 9, 2018
Subject: **Update on New Sharp Health Plan Member ID Cards**

Attention Provider Partner,

Some patients have not yet received their new Sharp Health Plan Member ID cards. If you have patients who don't receive their new Member ID cards by January 22, please have them visit sharphealthplan.com to request a replacement. **Until your patients receive their new cards, they can continue using their current ones when accessing care and filling prescriptions.**

If a patient presents their old ID card, please do not turn them away! You can look up their new ID number using the Sharp Connect provider portal at sharphealthplan.com/login. When you are logged into the portal, you can look-up a patient's eligibility using their first and last name and date of birth. The patient's new ID number will be displayed in the search results, and more detailed eligibility information will be available by clicking on the patient's name.

If a patient presents an ID card with the wrong benefit information, Primary Care Physician (PCP), or patient middle initial, you should still provide care at the point of service. We are aware of these issues and working to resolve them. In the meantime, you will be able to verify the correct information within the Sharp Connect provider portal at sharphealthplan.com/login. You can also verify current PCP assignments and eligibility through our automated call system at (858) 499-8300 or toll-free at 1-800-359-2002. Please note that you must use the new ID number (starting with 92) when verifying this information over the phone.

If you haven't already, please re-register for our provider portal as it will allow you to access the most up-to-date patient information. The registration process takes approximately 2-3 minutes to complete. Once your registration request has been submitted, our Provider Relations team works to validate your account as quickly as possible. Most account requests are processed within a few hours, but all requests will be resolved within 2 business days. If you need expedited access, please contact Provider Relations at the contact information below.

We have updated the provider FAQ on our website at sharphealthplan.com/for-providers/systemupgrade, and will be keeping it updated with the latest information. If you have additional questions, please contact Provider Relations at provider.relations@sharp.com or (858) 499-8330. Thank you for your support and patience during this transition.

Mary S. Betlejewski

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