



Provider Alert

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: June 28, 2022
Subject: **Provider Operations Manual for Sharp Direct Advantage – Update Jun. 28, 2022 – Effective Aug. 30, 2022**

Our 2022 Provider Operations Manual (POM) for Sharp Direct Advantage (Medicare) has been updated, effective August 30, 2022. Below is a summary of the changes. You can find the POM online at sharphealthplan.com/pom.

2022 Medicare POM Sections	Subsections	Page #	Summary of Changes
Section III: Provisions of Professional Services	Plan Provider Responsibilities	27	Addition of language around telehealth consent: Ensure that the member provides either verbal or written consent prior to receiving care via telehealth and that the consent is documented in the chart note.
Section III: Provisions of Professional Services	Provider Self-Referral	29	New subsection that explains the provider self-referral law.
Section III: Provisions of Professional Services	Telehealth Services	32	New subsection that defines telehealth and explains the requirement for providers to obtain consent for telehealth services.
Section III: Provisions of Professional Services	Provider-Initiated Member Dismissal	33	Revised section to include more specific details regarding the process for Provider-Initiated Member Dismissals by Planned Medical groups.
Section IV: CMS Regulations	General Requirements	42	Revised with language for interpreter services and process information.
Section IV: CMS Regulations	Medical Record Standards	54	Addition of language that requires providers to include consent for telehealth visits in medical records.

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SHARP Health Plan

Questions? Please contact Sharp Health Plan Provider Account Management by email at provider.relations@sharp.com or by phone at 1-858-499-8330. Thank you for your partnership.

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