



Provider Alert

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: October 24, 2022
Subject: **Provider Operations Manual for Sharp Direct Advantage – Effective January 1, 2023**

Our Provider Operations Manual (POM) for Sharp Direct Advantage (Medicare) has been updated. Below is a summary of changes, effective January 1, 2023. You can find the POM online at sharphealthplan.com/pom.

| 2023 Medicare POM Sections | Subsections | Page # | Summary of Changes |
|---|--|--------|--|
| Section I: Introduction and Provider Experience | About Us | 7 | <ul style="list-style-type: none">Revised section with updated verbiage about Sharp Health Plan. |
| Section I: Introduction and Provider Experience | Service Areas | 8 | <ul style="list-style-type: none">Revised sections to include information about service areas. |
| Section I: Introduction and Provider Experience | Sharp Direct Advantage Overview | 8-9 | <ul style="list-style-type: none">Updated details about products offered. |
| Section I: Introduction and Provider Experience | Resource Guide | 10-13 | <ul style="list-style-type: none">Resource guide updated with contact information for Attestations & Rosters and updated claims research contact information. |
| Section II: Member Services, Enrollment and Eligibility | Customer Care: Primary Care Provider (PCP) Assignment and Selection | 16 | <ul style="list-style-type: none">Revised Section with additional details about Osteopathic provider (DO). |
| Section II: Member Services, Enrollment and Eligibility | Member ID Cards: Sample Front and Back ID Card Sharp Direct Advantage member ID Cards | 22-24 | <ul style="list-style-type: none">ID Cards updated with the current version:<ul style="list-style-type: none">Sharp Direct Advantage VIP Plan (HMO)Sharp Direct Advantage Platinum Card (HMO) |

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SHARP Health Plan

| 2023 Medicare POM Sections | Subsections | Page # | Summary of Changes |
|---|---|--------|--|
| | | | <ul style="list-style-type: none"> ○ Sharp Direct Advantage Gold Card (HMO) ○ Sharp Direct Advantage Basic (HMO) ○ Sharp Direct Advantage Premium (HMO) ○ Sharp Direct Advantage Plus (HMO) ○ Sharp Direct Advantage Extra (HMO) ○ Sharp Direct Advantage (HMO) San Diego Public Employee Benefit Association (SDPEBA) ○ Sharp Direct Advantage (HMO) - CalPERS |
| Section III: Provision of Professional Services | Plan Provider Responsibilities: Conflicts of Interest | 29-30 | <ul style="list-style-type: none"> • New subsection with a legal explanation about Conflicts of Interest for Plan providers. |
| Section III: Provision of Professional Services | Emergency Services | 32 | <ul style="list-style-type: none"> • Revised sections with an updated definition of emergency services. |
| Section III: Provision of Professional Services | Electronic Claims Submissions | 37 | <ul style="list-style-type: none"> • New subsection for electronic claims submission process. |
| Section III: Provision of Professional Services | Claim Editing System | 38 | <ul style="list-style-type: none"> • New subsection for claims editing system process. |
| Section III: Provision of Professional Services | Claims Policy Administrations Module | 38-39 | <ul style="list-style-type: none"> • New subsection for policy regarding claims administration module. |
| Section III: Provision of Professional Services | Coordination of Benefits | 41 | <ul style="list-style-type: none"> • New subsection for coordination of benefits. |
| Section III: Provision of Professional Services | Third-Party Liability | 41-42 | <ul style="list-style-type: none"> • New subsection with information and explanation for third-party liability. |

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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