



## Provider Alert

**To:** Sharp Health Plan Providers  
**Attn:** Providers, Provider Office Staff  
**From:** Sharp Health Plan  
**Date:** October 24, 2023  
**Subject:** **Provider Operations Manual for Sharp Direct Advantage – Effective January 1, 2024**

Our Provider Operations Manual (POM) for Sharp Direct Advantage (Medicare) has been updated. Below is a summary of changes, effective January 1, 2024. You can find the POM online at [sharphealthplan.com/pom](https://sharphealthplan.com/pom).

2024 Medicare POM Sections	Subsections	Page #	Summary of Changes
Global change			<ul style="list-style-type: none"><li>Primary care provider to primary care physician to be consistent with all SHP materials.</li></ul>
Section I: Introduction and Provider Experience	About Us	6	<ul style="list-style-type: none"><li>Minor edits to Nurse Advice and updated accolades.</li></ul>
Section I: Introduction and Provider Experience	Service Areas	8	<ul style="list-style-type: none"><li>Minor grammatical edit</li></ul>
Section I: Introduction and Provider Experience	Individual Medicare Advantage Plan Basics	9	<ul style="list-style-type: none"><li>Minor grammatical edit</li></ul>
Section I: Introduction and Provider Experience	Resource Guide	10-12	<ul style="list-style-type: none"><li>Resource guide updated with contact information for sections:<ul style="list-style-type: none"><li>General Information</li><li>Customer Care</li><li>Eligibility Information</li><li>Medical Policies</li><li>Prior Authorization – Medical and Behavioral Health Services</li><li>Provider Account Management</li><li>Provider Directory</li><li>Sharp Health Plan Web-based App for Providers</li></ul></li></ul>

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver the message to the intended recipient, the reader is hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please notify Sharp Health Plan at the telephone number listed below immediately and destroy all information received.

# SHARP Health Plan

2024 Medicare POM Sections	Subsections	Page #	Summary of Changes
Section II: Member Services, Enrollment and Eligibility	Customer Care	14	<ul style="list-style-type: none"> <li>Revised Section to include additional contact information for CVS Caremark and additional language about the Teamsters</li> </ul>
Section II: Member Services, Enrollment and Eligibility	Customer Care: Primary Care Provider (PCP) Assignment and Selection	14-15	<ul style="list-style-type: none"> <li>Revised subsection with additional verbiage for PCP assignment</li> </ul>
Section II: Member Services, Enrollment and Eligibility	Eligibility Verification	18	<ul style="list-style-type: none"> <li>Minor edits</li> </ul>
Section II: Member Services, Enrollment and Eligibility	Member ID Cards: Sample Front and Back ID Card Sharp Direct Advantage member ID Cards	21-23	<ul style="list-style-type: none"> <li>ID Cards updated with the current version: <ul style="list-style-type: none"> <li>Sharp Direct Advantage VIP Plan (HMO)</li> <li>Sharp Direct Advantage Platinum Card (HMO)</li> <li>Sharp Direct Advantage Gold Card (HMO)</li> <li>Sharp Direct Advantage Basic (HMO)</li> <li>Sharp Direct Advantage Premium (HMO)</li> <li>Sharp Direct Advantage Plus (HMO)</li> <li>Sharp Direct Advantage Extra (HMO)</li> <li>Sharp Direct Advantage (HMO) San Diego Public Employee Benefit Association (SDPEBA)</li> <li>Sharp Direct Advantage (HMO) - CalPERS</li> </ul> </li> </ul>
Section II: Member Services, Enrollment and Eligibility	Member Grievances and Appeals	24	<ul style="list-style-type: none"> <li>Revised section with to include email for customer care team</li> </ul>
Section III: Provision of Professional Services	Role of the Primary Care Provider (PCP)	29	<ul style="list-style-type: none"> <li>Revised section with updated PCP responsibilities/services</li> </ul>

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver the message to the intended recipient, the reader is hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please notify Sharp Health Plan at the telephone number listed below immediately and destroy all information received.

# SHARP Health Plan

2024 Medicare POM Sections	Subsections	Page #	Summary of Changes
Section III: Provision of Professional Services	Emergency Services	31	<ul style="list-style-type: none"> <li>Revised section to add behavioral health services</li> </ul>
Section III: Provision of Professional Services	Telehealth Services	32	<ul style="list-style-type: none"> <li>Slight revision to contract termination language</li> </ul>
Section III: Provision of Professional Services	Electronic Claims Submissions	36	<ul style="list-style-type: none"> <li>Revised section with updated electronic claims information</li> </ul>
Section III: Provision of Professional Services	Claim Payment Editing System	37	<ul style="list-style-type: none"> <li>Minor edits to claims payment section</li> </ul>
SECTION IV: CMS Regulations		41	<ul style="list-style-type: none"> <li>Revised section with updated verbiage</li> </ul>
SECTION IV: CMS Regulations	General Requirements: Interpreter Services	43	<ul style="list-style-type: none"> <li>Minor edit</li> </ul>
SECTION IV: CMS Regulations	Discrimination Against Beneficiaries Prohibited	51	<ul style="list-style-type: none"> <li>Minor edit</li> </ul>
SECTION IV: CMS Regulations	Disclosure Requirements	51	<ul style="list-style-type: none"> <li>Updated notification timing</li> </ul>
SECTION IV: CMS Regulations	Information on Advance Directives	57	<ul style="list-style-type: none"> <li>Revised section with updated with additional verbiage</li> </ul>
SECTION IV: CMS Regulations	Health Care Fraud, Waste, and Abuse Prevention	61	<ul style="list-style-type: none"> <li>Revised section with updated with additional verbiage</li> </ul>
SECTION IV: CMS Regulations	General Provision	64	<ul style="list-style-type: none"> <li>Revised section with updated verbiage</li> </ul>
SECTION IV: CMS Regulations	Part D Prescription Drug Coverage: Formulary	65	<ul style="list-style-type: none"> <li>Added brand drugs</li> </ul>
SECTION IV: CMS Regulations	Part D Prescription Drug Coverage: Network Pharmacy	67	<ul style="list-style-type: none"> <li>Updated supply and transition policy</li> </ul>
SECTION IV: CMS Regulations	Medication Therapy Management Program	69	<ul style="list-style-type: none"> <li>Added HIV/AIDS</li> </ul>

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

NOTICE: The information contained in this facsimile message may be privileged and confidential and is only for whom it was intended. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver the message to the intended recipient, the reader is hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If this communication has been received in error, please notify Sharp Health Plan at the telephone number listed below immediately and destroy all information received.