



8520 Tech Way, Suite 200
San Diego, CA 92123
1-858-499-8300



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: November 24, 2023
Subject: Behavioral Health Telephone Access Standards Reminder

Attention Provider Partners,

This communication is to remind you about telephone access standards for behavioral health providers. Per § 1300.67.2.2. (Timely Access to Non-Emergency Health Care Services) of the Knox-Keene Act, behavioral health practitioners must ensure callers reach a non-recorded voice within 30 seconds when accessing behavioral health screening and triage services. Telephone abandonment rates shall not exceed five percent (5%) at any time.

More details regarding behavioral health telephone access standards can be found in the Provider Operations Manual or in Sharp Health Plan's policies and procedures (HS-PN-110), located on Sharp Connect.

Thank you for your continued partnership in providing the best care possible to our members. If you have any questions, please contact us at provider.relations@sharp.com or 1-858-499-8330. We are available to assist you on weekdays from 8 a.m. to 5 p.m.

Sincerely,

Sharp Health Plan
Provider Account Management
provider.relations@sharp.com

Tel: 1-858-499-8330 | Fax: 1-858-303-9049