



Provider Alert

To: Sharp Health Plan Providers and Office Staff
From: Sharp Health Plan
Date: Feb. 20, 2024
Subject: Introducing: Sharp Health Plan's New PPO Plan

Attention Provider Partners,

Sharp Health Plan is excited to offer a new, 3-tier Preferred Provider Organization (PPO) plan effective immediately. Below please find highlights on how our new PPO product works. For more detailed information, visit sharphealthplan.com/POM and refer to the Provider Operations Manual.

Like other PPO plans in the market, our PPO does not require members to select a primary care physician (PCP). PPO members also do not need referrals to see other providers. Certain services may require precertification from Sharp Health Plan.

PPO Tier Descriptions:

Tier 1	Tier 2	Tier 3
Members in the Sharp Health Plan Premier Network can seek care with any Premier Network provider without a referral. Tier 1 behavioral health services will be available through Magellan Healthcare, Inc. ¹ (within California).	Sharp Health Plan is contracted with First Health [®] to provide Tier 2 services. Tier 2 behavioral health services will be available through Magellan (outside of California).	Members can seek care from any provider outside of the Tier 1 and Tier 2 networks without a referral. They can also access behavioral health services through any non-Magellan provider in Tier 3.

1. In California, Magellan is doing business as Human Affairs International of California, Inc.

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PPO Member ID Cards:

- The PPO member ID card includes both the Sharp Health Plan and First Health logos (pictured below).

PPO Health Insurance Card			Cost share			
Plan providers		Non-plan providers	TIER 1	TIER 2	TIER 3	
Firstname Lastname Suffix Group #: Group # Group name: Group Name		ID# 921XXXXX-XX DOB: MM/DD/YY Effective: MM/DD/YY				
TIER 1 SHARP Health Plan Sharp Premier Network		TIER 2 First Health Network Complementary		TIER 3 All other out-of-network providers		
FOR PROVIDERS (precertifications, eligibility and claims): Medical: 1-844-483-9012 Medical Rx: 1-844-345-2803 Mental health: 1-844-483-9013 Outpatient Rx: 1-800-364-6331 Medical/Medical Rx claims: Sharp Health Plan, PO Box 939036, San Diego, CA 92193 Mental health claims: Magellan Healthcare, PO Box 710430, San Diego, CA 92171 Outpatient Rx claims: CVS Caremark, PO Box 52136, Phoenix, AZ 85072-2136 Pharmacy: RxBIN: 004336 RxPCN: ADV RxGROUP: RX4156						
FOR MEMBERS: Customer care: 1-844-483-9011 Mental health: 1-844-483-9013 Pharmacy benefits: 1-855-298-4252 Plan website: sharphealthplan.com Sharp Health Plan provider locator: sharphealthplan.com/findadoctor First Health provider locator: 1-800-226-5116 or providerlocator.firsthealth.com/sharp Mental Health provider locator: sharphealthplan.com/mentalhealthprovider Important: UC and ER services are covered without precertification. You're responsible for getting precertification for all other services, when required. Refer to your Member Handbook and Summary of Benefits at sharphealthplan.com for more information. Tier 2 services are available from First Health Network – Complementary providers.						

Submitting PPO Claims:

- Claims for PPO services received Feb. 1, 2024 and onward, should be submitted as follows:

Medical claims:

Sharp Health Plan
P.O. Box 939036
San Diego, CA 92193

Mental Health claims:

Magellan Healthcare
P.O. Box 710430
San Diego, CA 92171

Outpatient Pharmacy claims:

CVS Caremark®
P.O. Box 521136
Phoenix, AZ 85072-2136

- You can also submit claims electronically. Please refer to our Provider Operations Manual for more information on how to submit claims online. For questions about claims, you can call our dedicated provider line at 1-858-499-8200 or email us at provider.relations@sharp.com.

PPO Precertification:

- Some services will require precertification or approval from Sharp Health Plan. Please visit sharphealthplan.com/precertification for the PPO precertification request form or contact Customer Care with any questions.
- Some behavioral health services, such as partial hospitalization, intensive outpatient, applied behavior analysis (ABA), electroconvulsive therapy (ECT), transcranial magnetic stimulation (TMS) and psychological and neuropsychological testing will require precertification. Please contact Magellan at 1-800-788-4005 to request precertification for these services.

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- Medical injectables and infusions for all tiers will require precertification. Novologix, a CVS Caremark subsidiary, will process these precertifications. The medical pharmacy precertification phone number is 1-844-345-2803, and the fax number is 1-833-897-0029. Outpatient injectables will be covered under the pharmacy benefit for the PPO plan.

PPO 4-Tier Formulary:

- Our PPO plan has its own 4-tier formulary:
 - Tier 1: Includes preferred generic drugs.
 - Tier 2: Includes preferred brand-name drugs and inhaler spacers.
 - Tier 3: Includes non-preferred generic and brand-named drugs.
 - Tier 4: Includes specialty medications.
 - Tier 4 drugs are subject to member coinsurance (40%, up to \$500 for a 30-day supply).
 - Specialty drugs moved from lower tiers to Tier 4, which will increase costs for members using specialty medications.
- Members pay \$0 for preventive formulary medications listed with an A or B recommendation by the USPSTF or for contraception. These are listed as Tier PV (preventive) on the formulary.
- Vaccines are covered under the PPO formulary.

Questions:

For more information on our new PPO plan please visit sharphealthplan.com/PPO.

Best regards,

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Provider Account Management
Provider.Relations@sharp.com
Tel: 1-858-499-8330 | Fax: 1-858-303-9049

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