



Provider Alert

To: Sharp Health Plan Providers
Attn: Providers, Provider Office Staff
From: Sharp Health Plan
Date: July 26, 2024
Subject: **Provider Operations Manual for Sharp Direct Advantage – Effective October 1, 2024**

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

| 2024 Commercial POM Sections | Subsections | Page # | Summary of Changes |
|---|---|--------|---|
| Section III: Provision of Professional | Role of the Specialty and Ancillary Provider | 31-32 | <ul style="list-style-type: none">Added language for specialist responsibility |
| Section III: Provision of Professional Services | Provider Directory Verification and Attestation | 33-34 | <ul style="list-style-type: none">Updated to include Symphony on Availability for Independent Providers |
| Section III: Provision of Professional Services | Provider-Initiated Member Dismissal | 35-36 | <ul style="list-style-type: none">Updated circumstances for dismissal and supporting documentation examples |

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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