



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: October 21, 2024
Subject: Sharp Health Plan's Department of Managed Health Care PSLAP Announcement

Dear Provider Partner:

Sharp Health Plan will conduct its annual Department of Managed Health Care (DMHC) Provider Satisfaction with Access and Language Assistance (PSLAP) survey October 28 through November 15, 2024, in collaboration with our third-party vendor, QMetrics. This is the first year that the DMHC PSLAP survey will be field separately from Sharp Health Plan's Provider Experience Survey.

PSLAP survey is conducted via fax in a single wave with multiple reminder faxes over a period not exceeding one month. Each unique provider location will receive a single survey, with results applicable to each provider at that location. Non-responding provider offices will receive a reminder fax five (5) business days after the initial fax, and final reminder fax ten (10) business days after the initial fax. **Providers will have a minimum of twenty (20) business days from the initial fax date to return completed surveys.**

Please contact our Provider Account Management team with any questions. We appreciate your partnership and value your feedback.

Sincerely,

Sharp Health Plan
Provider Account Management Team
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