



## Provider Alert

**To:** Sharp Health Plan Providers and Provider Office Staff  
**From:** Sharp Health Plan  
**Date:** November 8, 2024  
**Subject:** Sharp Health Plan's Department of Managed Health Care PSLAP Reminder

Dear Provider Partner:

Sharp Health Plan would like to remind you of the importance of your feedback for the Department of Managed Health Care (DMHC) Provider Satisfaction with Access and Language Assistance (PSLAP) survey. Survey fielding has already begun and will continue through November 15, 2024, in collaboration with our third-party vendor, QMetrics. This is the first year that the DMHC PSLAP survey will be fielded 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  
Email: [provider.relations@sharp.com](mailto:provider.relations@sharp.com)  
Tel: 1-858-499-8330  
Fax: 1-858-303-9049

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