



## Provider Alert

**To:** Sharp Health Plan Providers and Provider Office Staff  
**From:** Sharp Health Plan  
**Date:** March 25, 2025  
**Subject:** Sharp Health Plan Policy and Procedure Updates

Attention Provider Partners,

Sharp Health Plan has made updates to the policies and procedures listed below. To access updated and existing policies and procedures, please log into your Sharp Connect provider portal account and click on the Provider Hub tab, scroll down to Sharp Health Plan policies and procedures, accept the policy disclaimer, then select the correct category and policy you would like to review.

### Medical Management Policies and Procedures

- HS-MM-103 Communication Services
- HS-MM-110 Continuity & Coordination of Care
- HS-MM-114 Claims Payments Auth for Emergency Department (ED)
- HS-MM-117 Utilization & Case Management Delegation Oversight
- HS-MM-124 UM Denial Systems Control
- HS-MM-125 Post Stabilization Services
- HS-MM-MA1 Effectuation of Reconsidered Determinations or Decisions
- HS-MM-MA2 Organization Determination
- HS-BH-02 Maternal Mental Health Case Management Program
- HS-BH-03 Maternal Mental Health Screening and Referral Monitoring (New)

### Network Management Policies and Procedures

- HS-PN-111 Non-contracted Emergency Admissions and Post-Stabilization Notifications
- HS-PN-118 Ongoing Monitoring of Sanctions, Appeals & Complaints
- HS-PN-123 Block Transfers
- HS-PN-124 Annual Network Analysis
- HS-PN-126 Sensitive Services Information
- HS-PN-127 Member Dismissal

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- HS-PN-128 Site Visits
- HS-PN-129 Provider Directory Management Delegation Oversight
- HS-PN-130 Credentialing System Controls Monitoring
- HS-PN-MA02 Adequate and Appropriate Access to Care
- HS-PN-MA04 Necessary Specialty Care Provided
- HS-PN-MA05 Member Discrimination
- HS-PN-MA06 Physician Consultation in Medical Policies
- HS-PN-MA07 Credentialing Monitoring and Recredentialing
- HS-PN-MA08 Consultation in Development of Credentialing Policies
- HS-PN-MA09 Credentialing Requirements for Facilities
- HS-PN-MA10 Prohibiting Discrimination Against Health Care Professionals
- HS-PN-MA11 Advice to Patients

## **Quality Improvement Policies and Procedures**

- HS-QI-101 HEDIS Reporting
- HS-QI-103 Requesting Translation Services
- HS-QI-105 HEDIS Medical Record Review (No changes)
- HS-QI-121 Identification of Potential Quality of Care Issue

## **Clinical Policies**

- HS-CP-C1 Clinical Trials
- HS-CP-C2 COC Medical & Behavioral Health
- HS-CP-C4 Continuous Passive Motion Devices
- HS-CP-C6 Cranial Orthotic Devices
- HS-CP-D3 Durable Medical Equipment
- HS-CP-D4 Doulas
- HS-CP-F1 Footwear and Foot Orthotics
- HS-CP- I3f Injectable Medications – Spinraza, Zolgensma, Evrysdi
- HS-CP-I3g Injectable Medications – Treatment of Gout (Krystexxa &llaris)
- HS-CP-I3l Injectable Medications – Treatment of Inflammatory Bowel Disease
- HS-CP-I3n Injectable Medications – Treatment of Osteoporosis
- HS-CP-I3o Injectable Medications- Tepezza for Thyroid Eye Disease
- HS-CP-I3r Injectable Medications Alzheimer's
- HS-CP-N1 Nuchal Translucency (RETIRING)
- HS-P8 PANS and PANDAS- AB 2105 (New)
- HS-CP-MA C2 Continuity of Care & Prior Auth- Medicare
- HS-CP-MA-E/I Experimental and Investigational (New)
- HS-CP-M1 Clinical Policies Development
- HS-CP-MA-I3e Injectable Medications – Viscous Supplementation

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- HS-CP-MA T2 Telehealth Policy

## **Pharmacy Medicare Policies**

- HS-Rx-MA-02 Direct Member Reimbursement
- HS-RX-MA-06 PDE Policy
- HS-RX-MA-07 Plan Finder
- HS-RX-MA-19 Part D Fraud Waste Abuse
- HS-RX-MA-20 Network Access and Management
- HS-RX-MA-22 Concurrent and Retrospective DUR
- HS-RX-MA-23 Part D CMS Required Reporting
- HS-RX-MA-27 MA Website Validation
- HS-RX-MA-28 Part D Hospice Claims Process and Oversight

Best regards,  
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