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San Diego, CA 92123



## Fax Alert

To: **All Sharp Health Plan-affiliated providers**  
 Attn: **Staff and providers who interact with Sharp Health Plan**  
 From: **Sharp Health Plan**  
 Date: **Tuesday, April 9**  
 Subject: **Sharp Health Plan Experience Survey 2019**

Sharp Health Plan’s regulatory agency, Department of Managed Health Care (DMHC), requires all health plans to survey their contracted providers at least once annually on Timely Access, Language Assistance Program and Provider Experience.

In the past, we have conducted these surveys separately, by mail and fax. This year, we are excited to inform you that we will combine all three surveys into one and are making the survey available **online**. Our goal is to seek feedback from both providers and provider office staff by tailoring the survey experience specifically to each role. The survey will take less than five minutes to complete, and will use best in class technology to create a more streamlined experience for you.

**In order to ensure we comply with our regulatory requirements and that we make the survey experience as streamlined as possible, here is what we need from you:**

- We need up-to-date email addresses for your providers and office staff to send the survey electronically.
- Please fill in the information below and return it to us no later than **April 30**.
- You may return this list via email at [provider.relations@sharp.com](mailto:provider.relations@sharp.com) or fax to 1-858-408-9444.

| Name of Provider Contact (First, Last Name) | Email Address |
|---|---------------|
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Remember, by providing us with your email address, we can reduce the amount of mail and faxes your office currently receives related to these surveys.

Thank you again for your partnership and your support of our efforts to provide great service to you. If you have any questions, please contact Sharp Health Plan’s Provider Relations Team at 1-858-499-8330 or email [provider.relations@sharp.com](mailto:provider.relations@sharp.com).

Your partner in health,

Cary B. Shames, DO, CHCQM, ABQAURP  
Vice President, Chief Medical Officer

Jason Smith  
Director of Operations & Performance Improvement

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