

**General Information**

Phone: 1-858-499-8300 Email: [customer.service@sharp.com](mailto:customer.service@sharp.com)

- Appeals & Grievances
- Customer Care
  - Language Assistance
- Prior Authorization/Referral Status
- Claim Inquiry

**Interactive Voice Response (IVR)**

Phone: 1-858-499-8200

- Eligibility (Copays PCP, SPC, Urgent Care, Emergency & Hospital)
- Copayments, Coinsurance, Deductibles

**Provider Relations**

Phone: 1-858-499-8330 Email: [provider.relations@sharp.com](mailto:provider.relations@sharp.com) Fax: 1-858-408-9444

- Sharp Connect Provider Web-Portal Access
- Provider Updates (for directly contracted providers only)
- Policies & Procedures
- Contract Inquiry
- Email: [provider.relations@sharp.com](mailto:provider.relations@sharp.com)

**Credentialing**

Phone: 1-858-499-8100 Email: [SHP.credentialing@sharp.com](mailto:SHP.credentialing@sharp.com) Fax: 1-858-303-9062

- General credentialing questions
- Provider Information Forms
- Email: [SHP.credentialing@sharp.com](mailto:SHP.credentialing@sharp.com)
- For credentialing application process questions, contact Sharp Credentialing Verification Office (CVO)
  - You can reach them at [credentialing@sharp.com](mailto:credentialing@sharp.com) or 1-858-499-3009.

**Provider Rosters & Attestations**

Email: [SHP.ProviderAttestations&Rosters@sharp.com](mailto:SHP.ProviderAttestations&Rosters@sharp.com)

- Provider roster process questions
- SB 137



**Utilization Management**

Fax: 1-619-740-8111

- Prior Authorization Forms (for directly contracted providers only)
  - Forms: [www.SharpHealthPlan.com/for-providers/forms-and-materials](http://www.SharpHealthPlan.com/for-providers/forms-and-materials)

**Pharmacy**

Phone: 1-855-298-4252 Fax: 1-858-357-2534

- Prior Authorization Forms
  - [www.SharpHealthPlan.com/for-providers/forms-and-materials](http://www.SharpHealthPlan.com/for-providers/forms-and-materials)
- Drug Formulary
  - [www.sharphhealthplan.com/search-drug-list](http://www.sharphhealthplan.com/search-drug-list)

**Sharp Health Plan Medical Group Partners**

- Sharp Rees-Stealy Medical Group (SRS) - 1-858-499-2600
- Sharp Community Medical Group (SCMG) - 1-858-499-2550
- Optum Care Network North County SD (OCN-NCSD) - 1-877-267-8861
- Rady Children's Health Network (RCHN)/CPMG - 1-877-276-4543
- Greater Tri Cities IPA (GTC) - 1-800-458-2307

**Behavioral Health**

Magellan Healthcare, Inc.\* - 1-866-512-6190

- Customer Service
- Authorizations and Eligibility
- Claims

\*In California, Magellan is doing business as Human Affairs International of California, Inc.

**Supplemental Benefits**

- American Specialty Health (Chiropractic/Acupuncture) - 1-800-848-3555
- Vision Service Plan (VSP) - 1-800-877-7195
- Delta Dental - 1-888-335-8227

