



You ask, we answer

Sharp Health Plan's Customer Care team is here to listen and to help

Our dedicated San Diego-based Customer Care team is available to support you from 8 a.m. to 6 p.m., Monday to Friday. From questions about your benefits, to inquiries about your physician, we are here to ensure that you have the best health care experience possible.

Questions about your Primary Care Physician

What is a Primary Care Physician (PCP)?

A Primary Care Physician or PCP is your personal doctor, advocate and link to Sharp Health Plan services. Your PCP will know your health history and will provide or arrange for quality health care for you.

How do I choose a PCP?

Selecting your physician is a very important and personal choice. We encourage you to select a PCP who best suits your needs; however, if you are unable to select a PCP at the time you enroll in Sharp Health Plan, we will select one for you, so you may access care immediately. You can access the most updated Sharp Health Plan provider directory by visiting us online or by calling Customer Care.

Can I change my PCP?

You may change your PCP as often as once per month by visiting us online or by calling Customer Care.

What types of physicians are considered PCPs?

Doctors who specialize in family practice, internal medicine, general practice and pediatrics are considered PCPs. There are specified PCPs within each Plan Medical Group. You can access the most updated Sharp Health Plan provider directory by visiting us online or by calling Customer Care.

Can I choose a different PCP for different members of my family?

Each family member may select a different PCP, and may even belong to a different Plan Medical Group.

What is a Plan Medical Group?

A Plan Medical Group is a group of qualified physicians, who have contracted with Sharp Health Plan to provide Sharp Health Plan members with health care services and advice. You may choose from a variety of our multi-specialty Plan Medical Groups.

How can I receive medical advice outside of normal business hours?

Health concerns may arise at any hour of the day. Our normal business hours are 8 a.m. to 6 p.m., Monday to Friday. However, the Sharp Nurse Connection® after-hours telephone service provides medical advice from a registered nurse. To contact Nurse Connection, simply call Customer Care and select the appropriate prompt.



Questions about emergency and urgent care services and pharmacy

What do I do if I need emergency care services?

You and your covered dependents have direct access to emergency room treatment for serious injuries or illnesses in San Diego County or any other location worldwide. There is no authorization required for emergency care services. In case of domestic emergencies, please call 911 or go to the nearest hospital.

To learn what to do in case of emergencies abroad, please go to pages 4 and 5 of this enrollment kit for more information about our global emergency services program available free of charge to all Sharp Health Plan members.

Where and when can I access urgent care services?

Sharp Health Plan has urgent care centers throughout San Diego and southern Riverside counties. You may access the most updated list of urgent care centers by visiting us online, or by calling Customer Care. In most cases, you must contact your Primary Care Physician (PCP) for authorization before going to an urgent care center. Some Plan Medical Groups do not require prior authorization. If you are not sure of the process within your Plan Medical Group, please ask your PCP for more information or simply call Customer Care.

How do I know what medications are covered under my plan?

The Sharp Health Plan commercial drug formulary lists all covered medications. You may access this list online or by calling Customer Care.



If you don't find your answers here, please visit www.SharpHealthPlan.com or call:

Sharp Health Plan Customer Care

(858) 499-8300 or 1-800-359-2002

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