



Welcome to *Sharp Connect*

User Guide for
Sharp Health Plan
Brokers

Version 1.1

www.sharphealthplan.com



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I. Introduction to Sharp*Connect*

1.1 Overview


Welcome to Sharp*Connect*

At Sharp Health Plan, we take pride in our role as a trusted health care partner and advocate. We value our relationship with you and want to provide you with all the information and resources you need. Managing your business is now easier with our secure online broker portal, Sharp*Connect*. With Sharp*Connect*, accessing your commission statements and providing enrollment information to Sharp Health Plan is quick and easy.

With authorization from your employer accounts, brokers can perform any of the Sharp*Connect* transactions. Contact your Account Manager for details about the Sharp*Connect* broker authorization process.

This User Guide describes transactions that brokers can perform with Sharp*Connect* and provides instructions on how to use the various tools available. Depending on your access, you may not see all of the features covered in this guide. All enrollment guidelines apply. Please refer to the Sharp Health Plan Group Administrative Manual and Group Agreement for detailed information regarding enrollment policies.

Note: In this manual the terms “subscriber” and “employee” are used interchangeably. Both terms are used to identify employees who are enrolled in Sharp Health Plan. The term “member” is used to identify employees and their spouses, domestic partners and dependents.

Fields marked  are mandatory fields and must be completed for each transaction.

You can also find this guide online at www.sharphealthplan.com under Broker Forms.

Sharp*Connect* Support

Your feedback is important as we work to enhance and improve Sharp*Connect*. If you or your employees have questions regarding Sharp*Connect* features, call Sharp Health Plan’s Customer Care department at (858) 499-8300 or 1-800-259-2002. We’re here to help, Monday through Friday from 8 a.m. to 6 p.m.

If you experience a problem with your web connection or hardware, please call your IT department. To ensure a secure internet connection, you will need a web browser that supports 128-bit encryption.

1.2 Available Features for Brokers

SharpConnect offers robust features and 24/7 access. Contact your Account Manager for details about the SharpConnect broker authorization process.

- **View Commissions** –View your commission statements.
- **Find a Doctor** – Search our directory of primary care and specialty physicians.
- **Healthwise** – View accurate, reliable information about symptoms, conditions and medications.
- **Report/ File Transfer** - Download reports you have generated and/ or send secure files to Sharp Health Plan.

Features available to brokers with authorization from your employer accounts:

- **Eligibility and Benefits** – Verify member eligibility.
- **New Member Enrollment** – Enroll new subscribers in Sharp Health Plan coverage.
- **Change Enrollment** – Edit enrollment information for a specific subscriber and add dependents.
- **Terminate Enrollment** – Terminate enrollment for a subscriber and/or their dependents.
- **Open Enrollment** – Conduct open enrollment at both the member and employer level.
- **Recall Subscriber** – Recall enrollment information for subscribers who were members of Sharp Health Plan within the past two years.
- **Subscriber Search** – Search for a particular subscriber to view eligibility or edit enrollment information.
- **Member Roster** – View a list of active Sharp Health Plan Members for your group.
- **Online Billing** – View employer premium billing statements.
- **Order ID Cards** – Order replacement member ID cards for your employees and/or their family members.

1.3 Getting Started

To start using SharpConnect, brokers must register at **www.sharphealthplan.com**. Brokers must have a signed User Access Registration Agreement on file with Sharp Health Plan. For more details, contact your Account Manager. After registering, you will have access to SharpConnect within 2-3 business days, pending verification of your User Access Registration Agreement.

Registering for SharpConnect

- Go to **www.sharphealthplan.com**. Click on the register link located in the lower corner of the My Login box. For your convenience, the My Login box is available on most pages on the Web site.



- On the Register for SharpConnect page, select the Broker link to access the registration form.

Register for SharpConnect

Sharp Connect, Sharp Health Plan's secure website, is available to you 24 hours a day, 7 days a week.
With Sharp Connect, members can:

- Check benefits
- Change your Primary Care Physician
- Request an ID Card or print a temporary ID Card
- Access health and wellness information

Employers and Brokers can also update enrollment information and check premium and commission statements.

Providers can confirm eligibility for Sharp Health Plan members.

To register for Sharp Connect, simply select the correct option from the list below and follow the instructions on the screen.

Register as a:

- Member
- Provider
- Employer
- Broker**

- Enter your user information including email, username, password and security question.
- Click Next.

User Information

If you are an existing user of the Connect system [click here to login.](#)

First Name *	<input type="text" value="Joe"/>
Middle Initial	<input type="text"/>
Last Name *	<input type="text" value="Sample"/>
Title *	<input type="text" value="Broker"/>
E-Mail *	<input type="text" value="joe.sample@company.com"/>
Confirm E-Mail *	<input type="text" value="joe.sample@company.com"/>
Office Phone *	<input type="text" value="619-228-2370"/>
Office Fax *	<input type="text" value="619-228-2370"/>
Username *	<input type="text" value="sampleID123"/>
Password *	<input type="password" value="••••••••"/>
Confirm Password *	<input type="password" value="••••••••"/>
Password Reminder *	<input type="text" value="team mascot"/>
Security Question *	<input type="text" value="Favorite vacation location?"/>
Security Answer *	<input type="text" value="San Diego beach"/>
Local Admin	<input checked="" type="checkbox"/> As the primary registrant, you are automatically a local admin

* Indicates a required field.

- Enter your office information and click Next.

Office Information

Enter the name and address of your office.

Organization Name *	<input type="text" value="XYZ Company"/>
License Number	<input type="text" value="12345"/>
Address *	<input type="text" value="123 Anywhere Street"/>
City *	<input type="text" value="San Diego"/>
State *	<input type="text" value="California"/>
Zip Code *	<input type="text" value="92108"/>

* Indicates a required field.

- You may also register other users in your office. Additional users must be listed on your User Access Registration Agreement in order to access SharpConnect.

Register Additional Users

Would you like to add additional users to your registration?

Yes

No

* Indicates a required field.

- If you select Yes, you will be asked to enter the user's name and contact information.
- Click Add User after entering each user's information.
- Click Next when you are finished entering users.

Additional User Information

First Name *

Middle Initial

Last Name *

Title *

E-Mail *

Confirm E-Mail *

Office Phone *

Office Fax *

Local Admin Check this box if the user is a local admin.

* Indicates a required field.

- You can review and edit your registration information before submitting by clicking on the Edit link next to the section you would like to edit.
- Click Finish when you have completed your registration.

Registration Summary

Office Contact Info: [edit]

▶ [XYZ Brokerage](#)

User Information: [edit]

▶ [smith, John](#)

Additional Users: [edit]

▶ [Joans, Sallie A](#)



- **IMPORTANT:** The system will auto-generate a UserId for additional users. Don't forget to write down each UserId before exiting. Passwords for additional users will be sent directly to them via email.

Your registration will be submitted to a Sharp Health Plan Account Manager for validation and approval. You will receive a response within 2-3 business days if a signed User Access Registration Agreement is on file.

II. Broker Commissions

The SharpConnect Broker Commissions feature allows broker agencies to track commission information. The online Commissions Summary does not replace the paper summary that you will receive.

- Click on the Commissions link located under My Accounts.
- The Commissions Summary screen displays with a list of available commission statements. To view details of a specific commission summary, click on the desired date under Payment Period.

Commission Summary				
Broker ID	Payment Period	Commission Adjustment	Commission Paid	Premium Received
0000	1 Aug 2009 - 31 Aug 2009	\$0.00	\$472.28	\$6,746.84
0000	1 Jul 2009 - 31 Jul 2009	\$0.00	\$525.31	\$7,504.40
0000	1 Jun 2009 - 30 Jun 2009	\$0.00	\$518.22	\$7,403.14
0000	1 May 2009 - 31 May 2009	\$0.00	\$394.20	\$5,631.47

- The Detailed Commission Summary displays, showing the activity broken down by customer. Details include the renewal date, commission type, customer number, customer name, commission amounts and commissions percentage. Note: Commissions are listed by the group payment period and not by commissions paid date.
- To print the summary, click on the Print Commission Detail link located in the upper right corner.
- To view other commission summaries, click on Return to previous page.

III. Broker Tools

3.1 Find a Doctor

Using the Find a Doctor tool, you can search for a Sharp Health Plan doctor and view details such as contact information, specialty, board certification, language and effective dates.

- Choose Find a Doctor.
- On the Provider Search screen, enter your search criteria such as the Provider or Practice name. If the name is unknown, you may search by PCP, specialty, product and network. For better results, enter at least two of these parameters.
- You may enter additional search criteria such as language, gender, distance or providers accepting new patients.
- Click Search.
- The Provider Search Results screen displays a list of all providers matching your search criteria.
- Click the provider name (underlined) to view details about the provider.

3.2 Reports

Brokers have access to the following reports on SharpConnect:

- **Provider Report** - Provides a list of Sharp Health Plan doctors based on your selection criteria.
- **Member Roster** - Provides a listing of members with Sharp Health Plan coverage for your employer groups. Note: Broker access is determined by the Employer.
- **Enrollment Transaction Report** - Provides a report of all enrollment transactions conducted during the specified date range. Note: Broker access is determined by the Employer.

Accessing reports

- Click on the Reports link located under My Health Plans section.
- Select the desired report from the Available Reports listed.
- Select the criteria from each section of the report list.
- In the Column Selection section, select the information you would like displayed in your report by highlighting the column and clicking the Add button. The selections will be added to the column on the right. You may arrange the order of the column headings by clicking on the column name and selecting Move Down and Move Up.
- Define the layout for the report, such as the format, number of lines per page, header and footer information.
- Click Submit.
- Depending on your report results selection, your report can be viewed immediately on the screen or sent to your File Transfer inbox. See File Transfer section for instructions.

Enrollment Transaction Report Help			
Selection Criteria			
Confirmation Start Date	<input type="text"/>	Effective Start Date	<input type="text"/>
Confirmation End Date	<input type="text"/>	Effective End Date	<input type="text"/>
Transaction Type	<input checked="" type="checkbox"/> Initial Enrollment <input checked="" type="checkbox"/> Open Enrollment <input checked="" type="checkbox"/> Change Enrollment <input checked="" type="checkbox"/> Terminate Enrollment	Plan Coverage	All Coverages
Column Selection			
Available Columns	<input type="checkbox"/> Member Name <input type="checkbox"/> Street Address <input type="checkbox"/> City <input type="checkbox"/> State <input type="checkbox"/> Zip Code <input type="checkbox"/> Home Phone <input type="checkbox"/> Birth Date <input type="checkbox"/> Sex	<input type="button" value="Add"/> <input type="button" value="Remove"/>	<input type="button" value="Move up"/> <input type="button" value="Move down"/>
Report Criteria			
Report Results	<input type="text" value="Display Results"/> <input type="text" value="Display Results"/> <input type="text" value="Download Delimited File"/> <input type="text" value="Download MS Excel File"/> <input type="text" value="Download PDF File"/> <input type="text" value="Choose to group"/>	Header <input type="checkbox"/> Include Selection Criteria <input type="checkbox"/> Include Date Footer <input type="checkbox"/> Include Selection Criteria <input type="checkbox"/> Include Date Lines Per Page <input type="text" value="20"/>	<input type="button" value="Submit"/> <input type="button" value="Clear"/>

3.3 File Transfer

The File Transfer feature allows you to download reports you have generated and/ or send secure files to Sharp Health Plan. The Inbox, Download, and Sent tabs contain the following data:

- File Name
- File Type
- File Size
- Sender
- Upload Date
- Download feature

Viewing Files in the File Transfer Inbox

- After clicking on the File Transfer link, the Inbox opens and displays the files available for download.
- Click the Download File link (underlined) to the right of the desired file.
- Your browser's File Download box opens, giving you the option of opening the file from the current location or saving it to your computer.
- Once the file has been viewed or saved, it will automatically move to the Downloaded tab.

Uploading a File

- Browse and select the file to be uploaded.
- The File Destination is set to Sharp Health Plan.

- You may enter a note for this transaction.
- Click Upload.
- After the file is uploaded, a confirmation message appears.

3.4 Account Administration

User Preferences

The User Preferences link allows you to view and change your contact information or password. To make changes, simply enter or change the information and click on Submit. You may also change the default role. Refer to Managing Multiple Access Roles section.

For security reasons, if you attempt to log into your account with the wrong password more than three times, you will be locked out of your account. For assistance, call 1-877-814-9909.

User Administration

Brokers may decide to have more than one person at their company (e.g. brokers, human resources staff) use SharpConnect to perform transactions. Your company's SharpConnect administrator can easily add or remove staff through the System Admin link. **Important:** All staff requiring access to SharpConnect must be listed on your company or your employer group's User Access Registration Agreement. Contact a Sharp Health Plan Account Manager for more details.

Adding a User

- Click on the System Admin link.
- The User Maintenance screen displays and lists any staff you have previously registered for SharpConnect.
- Click Add User.
- Enter contact information for the user. *Do not click Submit.*
- Click the Add button.
- The User Role Selection screen displays and defaults a role and entity.
- Click Submit
- The user will appear in the User Maintenance section in a Pending status.
- Click Submit.
- A list of registered users will display along with the UserId for each user.
IMPORTANT: Write down each UserId before exiting. Passwords for each user will be sent directly to them via email.
- A Sharp Health Plan Account Manager will need to confirm the pending transaction and apply the role that is listed on the User Access Registration Agreement. As the administrator, you will be notified when the user has been confirmed for access.

Removing a User

- Click on the System Admin link.
- The User Maintenance screen displays and lists any staff that you have previously registered for SharpConnect. Note: only users that you registered during the original registration process or through the User Maintenance screen will display.

- Click on the name (underlined) of the person who no longer requires access. The User Information screen displays.
- Check the box next to the user's role.
- Click Remove.
- A verification screen displays, asking you to confirm that you would like to remove this user.
- Enter a reason (e.g. no longer employed).
- Click on Yes.
- The user has been removed from your access list.

3.5 Healthwise Knowledgebase

Sharp*Connect* provides reliable tools to help you and your staff manage your health. By selecting the Healthwise Knowledgebase link you will be able to search the Healthwise database for articles and information on various health-related topics and have access to interactive tools such as a Symptom Checker.

IV. Managing Multiple Access Roles

A broker may have various roles and access within SharpConnect. Broker roles are assigned according to the SharpConnect Access Registration Agreement. The current role displays on the top right of the SharpConnect home page after you log in.

Employers may grant access to their brokers to conduct certain SharpConnect transactions on their behalf. Employers must submit a SharpConnect Access Registration Agreement and list the broker under the Authorized Representative section. See your Account Manager if you are interested in conducting enrollment transactions on behalf of your employer groups.

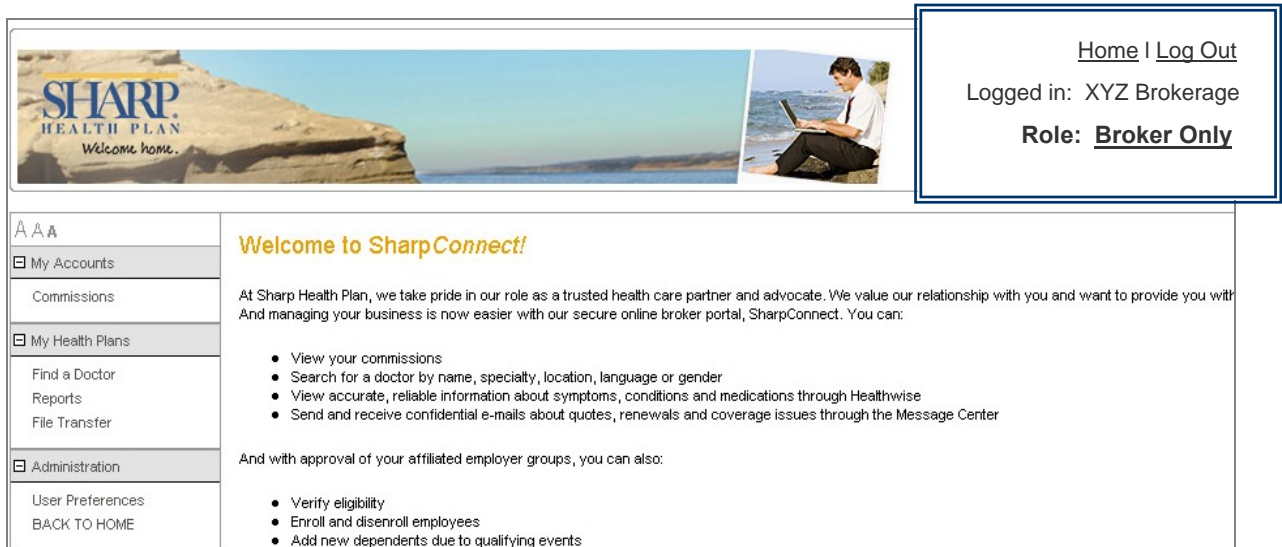
Brokers may be assigned to one or more of the following roles and access levels as designated on the broker or employer SharpConnect Access Registration Agreement.

- Broker Only - View brokerage firm commissions.
- Broker with Employer View-Only access - View brokerage firm commissions. View employer billing summary and member eligibility for broker's employer groups (requires employer approval).
- Broker with Employer Administrator access - View brokerage firm commissions. View employer billing summary and member eligibility, and conduct enrollment updates for broker's employer groups (requires employer approval).

4.1 Switching Between Roles

Users with access to multiple roles will need to toggle between roles in order to conduct transactions associated with each role.

- Click the link for the name of the active role (underlined) at the top right of the screen next to Role.




[Home](#) | [Log Out](#)
 Logged in: XYZ Brokerage
Role: Broker Only

<p>AAA</p> <ul style="list-style-type: none"> <input type="checkbox"/> My Accounts <li style="padding-left: 20px;">Commissions <input type="checkbox"/> My Health Plans <li style="padding-left: 20px;">Find a Doctor <li style="padding-left: 20px;">Reports <li style="padding-left: 20px;">File Transfer <input type="checkbox"/> Administration <li style="padding-left: 20px;">User Preferences <li style="padding-left: 20px;">BACK TO HOME 	<p>Welcome to SharpConnect!</p> <p>At Sharp Health Plan, we take pride in our role as a trusted health care partner and advocate. We value our relationship with you and want to provide you with And managing your business is now easier with our secure online broker portal, SharpConnect. You can:</p> <ul style="list-style-type: none"> • View your commissions • Search for a doctor by name, specialty, location, language or gender • View accurate, reliable information about symptoms, conditions and medications through Healthwise • Send and receive confidential e-mails about quotes, renewals and coverage issues through the Message Center <p>And with approval of your affiliated employer groups, you can also:</p> <ul style="list-style-type: none"> • Verify eligibility • Enroll and disenroll employees • Add new dependents due to qualifying events
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- The Role Selection screen opens.
- Click the Select Role button adjacent to the new role you would like to use.

Role Selection	
Select Role	Role
<input type="button" value="Select Role"/>	Broker - Empl Admin at XYZ Brokerage - Full Access - SHARP
Current Role	Broker Only at XYZ Brokerage - Broker Only - SHARP

- The new role will display in the top right of the screen.
 - All associated employer groups will appear in the Current Employer Group drop-down list.
- IMPORTANT: Only employers who have listed you as an Authorized Representative on their SharpConnect Access Registration Agreement will appear in the drop-down list.



SHARP
HEALTH PLAN
Welcome home.

[Home](#) | [Log Out](#)

Logged in: XYZ Brokerage

Role: **Broker - Empl Admin**

AAA

My Human Resources

Current Employer Group:
ABC Employer Group

Eligibility & Benefits

Change Enrollment

Terminate Enrollment

Initial Enrollment

Confirm Enrollment

Billing Reconciliation

My Health Plans

Find a Doctor

Reports

File Transfer

Role Selection	
Select Role	Role
<input type="button" value="Select Role"/>	Broker - Empl Admin at XYZ Brokerage - Full Access - SHARP
Current Role	Broker Only at XYZ Brokerage - Broker Only - SHARP

4.2 Changing the Default Role

Users with access to multiple roles may change the role that first displays when logging in to the portal (the default role). The current role displays on the top right of the home page. You can change the default role through User Preferences.

1. Select User Preferences from the left navigation.



2. Place a check to the left of the role list.
3. Check the Default field next to the role that you would like to display first.
4. Click on Submit. The new role will display the next time you log in.

City: san diego
 State, Zip: CA, 92106
 Organization Name: XYZ Brokers

Indicates required field

Submit

Default Preferences

Default

Sharp Health Plan - Broker Portal

	Role	Entity List Name	Registration Status	Default
<input checked="" type="checkbox"/>	Broker - Empl Admin	XYZ Brokerage - Full Access	Confirmed	<input checked="" type="radio"/>
<input type="checkbox"/>	Broker Only	XYZ Brokerage - Broker Only	Confirmed	<input type="radio"/>

V. Selecting Current Employer Group

Select the appropriate employer group from the drop-down menu under Current Employer Group in order to begin conducting transactions or viewing billing summaries. Each employer group will have multiple sub-groups, (e.g., regular and COBRA). If there are more than 20 sub-groups, you may locate additional sub-groups through the Search Employer Groups link.

Search Employer Groups

- Click on Search Employer Groups under My Human Resources section.
- Enter either the sub-group name or employer group number.
- Click Search.
- Choose the Select button located to the left of the Employer Group.
- The group will display in the current Employer Group field.
- Repeat to add more groups.

Brokers must have prior authorization from your employer accounts to perform any of the Sharp*Connect* enrollment transactions. Contact your Account Manager for details about the Sharp*Connect* broker authorization process.

VI. Subscriber Information

6.1 View Member Eligibility

You may view Eligibility information for any of your group's subscribers and their dependents.

Search for a Member

- Click on Eligibility & Benefits.
- Locate the member by entering your search criteria (e.g., last name or member ID). You may further narrow your search by entering other criteria such as gender, age, and effective date. Search fields are not case-sensitive. If searching a member ID, you must use the full number including the asterisk (12345678X*01).
- The eligibility "As of" date defaults to today. You may enter or use the calendar icon to a different date.
- The results of the member search will display with the eligibility in effect on the date you selected. Click on the member's name (underlined) in order to view the member's eligibility and benefits information.

Viewing Member Eligibility

- The Eligibility Detail screen displays information about the subscriber and their dependents. From this screen, you can also:
 - View Benefit Plan information by clicking on the links in the Benefit Documents section.
 - View information about the subscriber's primary care physician by clicking the link in the PCP field.
 - Request an ID Card.
 - Print a temporary ID card.
 - View eligibility history by clicking on the link at the top of the screen.
 - Print the page by clicking on the Print link at the top of the screen.

6.2 Requesting Member ID Cards

You may request an ID card for any subscriber and their dependents. Typically, members will receive ID cards within 7-10 business days after their enrollment has been submitted.

- Click on Request ID Card.
- The Request ID Card form automatically pre-checks the subscriber and all their dependents. You may clear the check box for any member who does not need an ID card.
- Click Submit.

Temporary ID Card

You may print a temporary ID card for one or more family members. The temporary ID card is only valid for 10 days after the date the card is printed.



The Print ID card function is available using the Eligibility & Benefits link.

- Click on Print ID Card.
- The Print ID Card form displays, listing the subscriber and all their dependents.
- Click the Print button located to the left of the member needing a temporary id card.
- A Temporary ID Card will display in a new window and automatically open your browser's Print window.
- Click Print.

VII. Subscriber Enrollment

With authorization from your employer accounts, brokers can perform any of the following online enrollment transactions. Contact your Account Manager for details about the Sharp*Connect* broker authorization process.

7.1 Working with Online Enrollment Forms

The Initial and Change online enrollment forms are similar, making them easy to use. Keep the following rules in mind while completing your online transactions:

- All forms require an effective date, benefit status, employment status, reason for change, and demographic and contact information for the member.
- Fields marked are mandatory and must be completed for each transaction.
- You must select the appropriate employer sub-group in order to conduct an enrollment transaction.
- After completing an enrollment form, you must “confirm” the enrollment transaction in order to submit it to Sharp Health Plan.
- Allow **three business days** for Sharp*Connect* records to be updated as a result of transactions made through the online enrollment forms.
- Sharp*Connect* will not accept a request for enrollment or disenrollment that is greater than the retroactive period permitted under the terms of your agreement with Sharp Health Plan. Refer to your group agreement for more information. If you select “Submit” for a transaction that is beyond the retroactive policy, you will receive an error message notifying you about a discrepancy with the date entered. You will be requested to alter the date to one within the approved range.

Benefit Enrollment

Effective Date

Hire Date

Benefit Information

Insurance Line	Plan Coverage
Health Maintenance Organization	1L6b
Edit	

Enrollment File Information

Benefit Status:

Employment Status:

Reason for Change:

Subscriber Demographic Information

First Name:

Middle Name:

Last Name:

Suffix:

SSN:

Marital Status:

Language:

Gender:

Birth Date:

Prior Coverage Count: Months

Subscriber Contact Information

Contact Numbers:

Residence Address 1:

Residence Address 2:

Residence City:

Residence State, Zip:

Subscriber Provider Information Summary

Member	Provider	Provider Type
None		
Edit		

Dependent Information Summary

Name	Relationship	Birth Date
None		
Edit		

COBRA Coverage Information Summary

Member	COBRA Qualifying Event	COBRA Qualifying Event Date	COBRA Begin Date	COBRA End Date
None				
Edit				
Submit Cancel				

Indicates Required Field

7.2 Adding Members

You can enroll new subscribers and their dependents easily on Sharp*Connect* through the Initial Enrollment screen. Please allow three business days for Sharp*Connect* records to be updated as a result of transactions made through the online enrollment forms.

Enrolling New Subscribers (Initial Enrollment)

The Initial Enrollment screen is used to enroll new subscribers only during the following events: Mid-year adds, New Hires and Rehires. Sharp*Connect* will not accept a request for an enrollment that is greater than the retroactive period permitted under the terms of your agreement with Sharp Health Plan. Refer to your group agreement for more information.

Supporting documentation is required for the following qualifying events: marriage, birth, adoption, placement for adoption, and loss of other coverage. Proof of the qualifying event will be requested once the enrollment transaction is received by Sharp Health Plan's Enrollment Department.

- Click on the Initial Enrollment link located under the My Human Resources section.
- Select a Benefit Plan by placing a check in the box to the left of the plan.
- Click Continue. The Benefit Enrollment screen appears.
- The Effective Date defaults to the first day of the following month. Enrollment changes may only be made within your group's contracted retro change period.
- Enter the subscriber's Hire Date.
- The previously selected Benefit Information displays. If available, you may select a different plan by clicking on Edit.
- The Benefit Status defaults to Active.
- Select the subscriber's Employment Status.
- Select the appropriate Change Reason. See Appendix C for a list of reason codes.
- Enter information about the subscriber in the Subscriber Demographic Information section.
- Enter the Subscriber Contact Information.
- Select a primary care physician (PCP) by clicking on Edit under Subscriber Provider Information. See instructions for Add Provider.
- If you are adding dependents for this subscriber, click on Edit under Dependent Information Summary. You will be asked to enter information about the dependent on the Add or Modify Dependent screen. (See instructions for Add or Edit Dependents.)
- Review the enrollment information and make additional edits if necessary.
- **IMPORTANT:** Click Submit to complete the initial enrollment transaction.

Reinstating Previous Subscribers

You may reinstate subscribers who were previously enrolled in Sharp Health Plan through the Change Enrollment screen. **Refer to instructions for Confirm Enrollment, in order to submit this transaction to Sharp Health Plan.**

7.3 Change Enrollment

You may edit enrollment information, add a spouse and/or dependent(s), or reinstate a subscriber and/or dependent(s) through the Change Enrollment screen. SharpConnect will not accept a request for an enrollment that is greater than the retroactive period permitted under the terms of your agreement with Sharp Health Plan. Refer to the group agreement for more information.

Supporting documentation is required for the following qualifying events: marriage, birth, adoption, placement for adoption, loss of other coverage. Proof of the qualifying event will be requested once the enrollment transaction is received by Sharp Health Plan's Enrollment Department.

To make changes to a subscriber's membership, follow these instructions.

- Click on Change Enrollment.
- Search for the member by entering the last name or member id.
- The results of the member search will display. **Tip:** If the search does not bring back results, confirm that the correct employer sub-group has been selected.
- Click the Select button in order to open the Change Enrollment screen.
- The Effective Date defaults to the first day of the following month. If necessary, change the Effective Date to the correct date. Retroactive enrollment changes may only be made within your group's contracted change period.
- Enter the subscriber's Hire Date.
- If applicable, change the subscriber's employment status.
- Enter a Change Reason. The reason for change is required in order to process the transaction. See Appendix C for a list of reasons.
- Make applicable changes to the subscriber's demographic and/or contact information.
- To change the subscriber's primary care physician (PCP) click Edit. See instructions for Add Provider.
- To change dependent information, click Edit. Make applicable changes on the Add or Modify Dependent screen. See instructions for Add or Edit Dependents.
- Review the Change information and make additional edits if necessary.
- **IMPORTANT:** Click Submit. **Refer to instructions for Confirm Enrollment, in order to submit this transaction to Sharp Health Plan.**

Recall Subscriber Information (Reinstate)

Previous subscriber enrollment information can be retrieved if the subscriber was a member of Sharp Health Plan at anytime during the past two years. An employer can recall subscriber information only if the subscriber was enrolled under the same employer during the previous enrollment.

To reinstate a previously enrolled employee:

- Select the Change Enrollment link.
- Locate the subscriber using the Search Employees function.

Note: The Eligibility Search Results screen will display the employee's previous effective dates in red font.

- From the search results screen click the Select button. A pop-up message will appear displaying the termination date and providing the option to re-instate the subscriber.
- Click on the link to re-instate the subscriber.
- Edit information if any demographic or contact information has changed.
- Previously enrolled dependents are automatically recalled. To remove a dependent who was previously enrolled, click the Edit button under Dependent Information Summary. If the dependent is not removed, he/she will be enrolled.
- Make any changes to the dependent information or add new dependents. See instructions for Add or Edit Dependents.
- The member's previously selected PCP will pre-populate the required PCP section. You can change the PCP at this time.

Add or Edit Dependents

You may add or edit dependent and spouse information while conducting Change, Initial or Open enrollment transactions using the Add or Modify Dependents screen.

- From the Change Enrollment screen, select Edit under the Dependent Information Summary section. The Add or Modify Dependents screen displays.
- To add a new dependent:
 - Enter demographic and contact information for the dependent. You may also add the dependent's primary care physician.
 - **IMPORTANT:** Click the Add or Modify Dependent button (located just below the Disability Summary section).
 - The dependent will appear in the Current Dependent Roster section at the bottom of the screen. You may make further changes by editing or removing the dependent information you just entered.
 - Repeat these steps to continue adding dependents.
 - **IMPORTANT:** Click Return to Enrollment when you are finished adding new dependents. You will return to the original enrollment screen.
 - **IMPORTANT:** If you are making no other changes to the subscriber's record, click Submit at the bottom of the screen to complete the transaction.
- To edit existing dependent information:
 - Locate the dependent in the Current Dependent Roster located at the bottom of the screen.
 - Click the Edit button next to the dependent you would like to edit.
 - The form will automatically populate with the selected dependent's information.
 - You may make the necessary changes to the dependent's information.
 - **IMPORTANT:** Click the Update button (located just below the Disability Summary section).
 - Repeat these steps to edit information for other dependents.
 - **IMPORTANT:** Click Finish when you are finished editing dependent information. You will return to the original enrollment screen.
 - **IMPORTANT:** If you are making no other changes to the subscriber's record,

click Submit at the bottom of the screen to complete the transaction. **Refer to instructions for Confirm Enrollment, in order to submit this transaction to Sharp Health Plan.**

Add or Modify Dependents

Insurance Line Health Maintenance Organization

Dependent Demographic Information

First Name	<input type="text"/>	Gender	Unknown
Middle Name	<input type="text"/>	Birth Date	<input type="text"/>
Last Name	<input type="text"/>		
Suffix	<input type="text"/>		
SSN	<input type="text"/>		
Relationship	<input type="text"/>		

Dependent Contact Information

Contact Numbers	<input type="text"/>	<input type="text"/>
Residence Address 1	<input type="text"/>	
Residence Address 2	<input type="text"/>	
Residence City	<input type="text"/>	
Residence State, Zip	<input type="text"/>	<input type="text"/>

Dependent Provider Information Summary

Member	Provider	Provider Type
None		
<input type="button" value="Edit"/>		

Disability Summary

Disability Type	<input type="text"/>	Disability Start Date	<input type="text"/>
Diagnosis Code	<input type="text"/>	Disability End Date	<input type="text"/>
<input type="button" value="Add"/> <input type="button" value="Cancel"/>			

Indicates Required Field

Current Dependent Roster

Name	Relationship	Birth Date	Edit	Remove
None				
<input type="button" value="Finish"/>				

Add a Provider

You may add or change a provider for any member while conducting Change or Initial enrollment transactions. The most recent primary care physician (PCP) chosen by the subscriber will pre-populate the PCP field.

- From the Change Enrollment screen, select Edit under the Provider Information Summary section.
- If selecting a new provider, you must first remove the existing provider. Click on the Remove button located next to the Provider listed under Current Provider List.
- Select the applicable Member.
- Select Provider type.
- In the Select Provider section, enter the new provider's last name and click Search.
- In the Provider Search Results screen, you may view information about the provider by clicking the provider's name.

- To choose a provider, click Select. You will return to the Add Provider Selection screen and the new provider will display under Provider Type.
- Select the appropriate Existing Patient type to designate whether the member is an established patient or new patient.
- **IMPORTANT:** Click Add at the bottom of this section.
- The new Provider appears in the list of Current Providers at the bottom of the screen.
- You may remove the current or new provider by clicking on the Remove button located next to the PCP's name.
- **IMPORTANT:** Click Finish when finished adding or changing providers. You will return to the original enrollment screen.
- **IMPORTANT:** If you are making no other changes to the subscriber's record, click Submit at the bottom of the screen to complete the transaction.

7.4 Terminate Enrollment

Use the Terminate Enrollment screen to terminate a subscriber's coverage. Termination of a subscriber's coverage will result in termination of coverage for all of the subscriber's dependents.

- Click on Terminate Enrollment.
- Search for the member by entering the last name or member id.
- The results of the member search will display. **Tip:** If the search does not bring back results, confirm that the correct employer sub-group has been selected.
- Click the Select button in order to open the Terminate Enrollment screen.
- The Effective Date defaults to the last day of the current month. If necessary, change the Effective Date to the correct date. Retroactive enrollment changes may only be made within your group's contracted change period.
- Select the appropriate Employment Status.
- Select the reason for termination from the Reason for Change list. The reason for change is required in order to process the transaction. See Appendix C for a list of reason codes.
- In the Terminate Enrollment Coverage Options section, click the box next to the member whose coverage is to be terminated. If the subscriber is termed, all dependents will automatically term at the same time.
- If the Reason for Change is Death, enter the date of death next to the member whose coverage is being terminated.
- **IMPORTANT:** Click Submit. **Refer to instructions for Confirm Enrollment, in order to submit this transaction to Sharp Health Plan.**

7.5 COBRA Enrollment

Sharp Health Plan utilizes a COBRA sub-account for any employer with COBRA members. When moving a member to the COBRA sub-account, you will first need to terminate the member's coverage and then re-enroll them under the COBRA sub-account. (Enrollment of Cal-COBRA members is processed by Sharp Health Plan.)

- Click on Terminate Enrollment link to terminate the member's coverage. Refer to Terminate Enrollment section.

- **IMPORTANT:** Change the Current Employer Group to the COBRA account (begins with COBRA or Dir/)
- Click on the Initial Enrollment link to enroll the member in COBRA.
- Select a Benefit Plan, by placing a check in the box to the left of the plan.
- Click Continue. The Benefit Enrollment screen appears.
- The Effective Date defaults to the first day of the following month. If necessary, change the Effective Date to the correct date. Retroactive enrollment changes may only be made within your group's contracted change period.
- Enter the subscriber's Hire Date. If the date is unknown, you may enter today's date.
- The previously selected Benefit Information displays. If available, you may select a different plan by clicking on Edit.
- Change Benefit Status to COBRA.
- Change Employment Status to Terminated.
- Select COBRA from the Reason for Change drop-down.
- Enter information about the subscriber in the Subscriber Demographic Information section.
- Enter the Subscriber Contact Information.
- You may select a primary care physician (PCP) by clicking on Edit under Subscriber Provider Information. See instructions for Add Provider.
- If you are adding dependents for this subscriber, click on Edit under Dependent Information Summary. You will be asked to enter information about the dependent on the Add or Modify Dependent screen. (See instructions for Add or Edit Dependents.)
- Complete the COBRA Coverage Information Summary section:
 - Click on Edit.
 - Select the subscriber name. Note: Only complete this section for the subscriber.
 - Select the qualifying event for the COBRA.
 - Enter the date of qualifying event.
 - Enter the COBRA effective date.
 - Enter the COBRA end date.
 - **Important:** Click Add. The subscriber information will appear in the Current COBRA list section.
 - When completed, Click Finish

Add COBRA Information

Member	<input type="text"/>
COBRA Qualifying Event	<input type="text" value="Termination of Employment"/>
Date of COBRA Qualifying Event	<input type="text"/>
COBRA Effective Date	<input type="text"/>
COBRA End Date	<input type="text"/>

Indicates Required Field

Current COBRA List

	Member	COBRA Qualifying Event	COBRA Qualifying Event Date	Effective Dates
<input type="button" value="Remove"/>	John Smith	Termination of Employment	31 Jul 2010	1 Aug 2010 - 31 Dec 2010

- Review the enrollment information and make additional edits if necessary.
- **IMPORTANT:** Click Submit to complete the COBRA initial enrollment transaction. **Refer to instructions for Confirm Enrollment, in order to submit this transaction to Sharp Health Plan.**

7.6 Confirm Enrollment

SharpConnect provides an enrollment confirmation process to help you manage your enrollment transactions. The Confirm Enrollment function allows your administrator to review all pending enrollment transactions and confirm or delete them before they are submitted to Sharp Health Plan. **YOU MUST CONFIRM ALL ENROLLMENT TRANSACTIONS IN ORDER TO SUBMIT THEM TO SHARP HEALTH PLAN.**

- After conducting your enrollment transactions, select the appropriate employer group from the drop-down menu under Current Employer Group.
- Click on the Confirm Enrollment link.
- The screen displays a list of all your pending transactions for the selected Employer Group. If you would like to view a specific enrollment transaction before confirming it, click the link in the Maintenance Type column for each transaction you would like to view. To confirm an enrollment change for a selected member, click the check box next to the member's name. You may select more than one at a time.
- To select all pending enrollment changes, click on the checkbox in the Confirm header.
- Click the Confirm button.
- A message will appear asking if you would like to proceed with your enrollment confirmation. Click Yes to proceed.
- If you would like to delete an enrollment transaction, click Delete.
- **IMPORTANT:** Brokers conducting enrollment transactions for multiple employer groups, will need to repeat the above steps for each employer group.

Note: You may edit any pending enrollment transaction before submitting it to Sharp Health Plan by clicking on the Edit button (located just beneath Enrollee Information). This will take you back to the original enrollment transaction screen to make changes. Don't forget to confirm your enrollment transaction when it is complete!

VIII. Billing Reconciliation

SharpConnect's online billing feature allows you to search and view details of an Employer's premium billing invoice. The online billing summary does not replace the paper invoice that employers receive. However, we make it easy for you to view the details of the bill. In this screen, you can:

- Access the billing invoice history.
- View the current premium billing summary.
- View billing invoice details including charges and adjustments.
- Print the invoice for mailing.

Search and View Billing Invoice

- The master group account must be selected from the Current Employer Group drop-down in order to search for a billing invoice. You may refer to the paper bill for the master group account number.
- Click on Billing Reconciliation.
- Select the beginning and end dates of the billing period. The Billing Period from Date will always be the first day of the month. The Billing Period to Date will always be the last day of the month.
- Click on Search.
- A list of billing invoices issued within the specified billing period displays.
- To view an invoice, click on the invoice number (underlined).
- The Sharp Health Plan premium billing invoice displays. The Invoice Detail contains the following sections: Charges / Adjustments and Total Charges / Adjustments. You can click on the Current Membership and/or Prior Month Adjustments link to view details. Refer to Appendix B for a description of "contract type" codes.

XYZ COMPANY 123 ANYWHERE STREET SAN DIEGO, CA 92105		Premium Billing Membership Summary				
Bill Date	Invoice	Group ID	Due Date	Covered Period		
1 Jan 2010	87864321	012345	1 Jan 2010	1 Jan 2010 - 31 Jan 2010		
Invoice Detail						
Charges/Adjustments	1AHb - 22249 (Contract Type: ED)					
	Current Membership		34	\$25,776.20		
	Prior Month Adjustments			0.00		
	Total		34	\$25,776.20		
	1AHb - 22249 (Contract Type: EE)					
	Current Membership		26	\$17,340.90		
	Prior Month Adjustments			(\$1,450.00)		
	Total		26	\$15,890.90		
	1AHb - 22249 (Contract Type: EFTHR)					
	Current Membership		149	\$10,333.10		
Prior Month Adjustments			0.00			
Total		149	\$10,333.10			
Total Charges/Adjustments						
Total Members				209		
Previous Balance				\$0.00		
Prior Month Adjustments				\$0.00		
Current Premiums				\$52,000.20		
Amount Paid				<u>(\$50,346.48)</u>		
**Please Pay This Amount				\$52,000.20		
Print This Invoice		Pay This Amount		Amount Enclosed		
		\$52,000.20		\$ <input type="text"/>		
Messages From Sharp Health Plan						
<ul style="list-style-type: none"> • Please make checks payable to: Sharp Health Plan • Please mail payments to: Sharp Health Plan , File 57248, Los Angeles, CA 90074-7248 • Please contact your group representative for any questions regarding your billing. 						

Charges / Adjustments Detail

The Charges/ Adjustments Detail screen lists the current membership enrollment count, prior month adjustments (retro activity and changes since last bill), and total for this invoice.

Click on Current Membership or Prior Month Adjustments to view the membership detail associated with the charges.

After viewing your Current Membership, if you see a subscriber who should no longer be on the roster, you have the option to disenroll that subscriber. **Note:** All changes will be reflected on the next bill.

- From the Current Membership Detail screen, click the member name. The Eligibility Detail screen displays.
- Click on the Terminate button to go to the Terminate Enrollment screen. From this screen, you can disenroll the subscriber or any of their dependents. See instructions for Terminate Enrollment.

Total Charges/Adjustments

The Total Charges/Adjustments detail lists the total members for this invoice, previous balance, prior month adjustments, current premium and previous amount paid. To view payment detail, click on the amount (underlined) listed to the right of the Amount Paid.

Print Remittance

To make a payment, simply enter the payment amount under Amount Enclosed and print the online remittance coupon and mail it to Sharp Health Plan with your check.



IX. Confidentiality Policy

Sharp Health Plan is committed to maintaining the privacy of those who use our Web site. We want you to feel safe and comfortable when you use our Site, and we are dedicated to upholding high standards for protecting your privacy and securing your personal information.

SharpConnect uses industry standard Secure Socket Layer (SSL) encryption to protect information passed between your browser and our site. That means that the information passing to SharpConnect is scrambled, making it virtually impossible for anyone to access your employee's information outside of Sharp Health Plan's system.

Among other security measures, the system is programmed to automatically time out after 20 minutes of inactivity and will require the user to log in again to resume use.

In addition to Sharp Health Plan's Notice of Privacy Practices, please be sure to read Sharp Health Plan's Website Privacy Policy and Website Terms of Use Policy for detailed information about the steps that Sharp Health Plan takes to secure the information on the SharpConnect website and Sharp Health Plan's policies relating to the privacy of our member's information.



X. Contact Us

For questions regarding Sharp*Connect* or any other Sharp Health Plan benefits, please contact your Sharp Health Plan Account Manager or Sharp Health Plan Customer Care at (858) 499-8300, toll free at 1-800-359-2002 or via email at SHP.commercialsales@sharp.com.



Appendix A: Quick Reference Guide

I Am Trying To...	Location	Reminders
View my commissions statement	Commissions	
As a broker, get access to complete transactions on behalf of my employer group(s)	Broker registration	1) Broker must register for access to the SharpConnect broker portal. Signed broker agreement must be on file. 2) Employer group must submit a signed agreement authorizing the broker to have access to their information.
Determine which employer group to select	Current Employer Group (drop-down)	<ul style="list-style-type: none"> · For billing reconciliation - select the Master Group. · For all other transactions - select the appropriate sub-group (may display as GRP)
Check eligibility for a member	Eligibility & Benefits	First locate employee by conducting a search.
Request a member id card	Eligibility & Benefits	First locate employee by conducting a search.
Print a member id card	Eligibility & Benefits	First locate employee by conducting a search.
Change an employee address	Change Enrollment	Assure the appropriate sub-group is selected. Your authorized SharpConnect Administrator must “confirm” the transaction.
Change a dependent address or contact information	Change Enrollment	Assure the appropriate sub-group is selected. Your authorized SharpConnect Administrator must “confirm” all transactions.
Add a new employee (mid-year)	Initial Enrollment	For qualifying events only. Cannot be greater than contracted retroactive period. Assure the appropriate sub-group is selected. Your authorized Administrator must “confirm” the transaction.
Add a dependent (mid-year)	Change Enrollment	For qualifying events only. Cannot be greater than contracted retroactive period. Assure the appropriate sub-group is selected. Your authorized Administrator must “confirm” the transaction.
Re-instate a subscriber	Change Enrollment	For qualifying events only. Cannot be greater than contracted retroactive period. After conducting an enrollment transaction, your authorized Administrator must “confirm” the transaction.
Change a member plan	Open Enrollment	Refer to Open Enrollment process. Not all groups may qualify for online open enrollment. Assure the appropriate sub-group is selected. Your authorized SharpConnect Administrator must “confirm” the transaction.



I Am Trying To...	Location	Reminders
Terminate a subscriber's coverage	Terminate Enrollment	Assure the appropriate sub-group is selected. Your authorized SharpConnect Administrator must "confirm" the transaction.
Terminate a dependent's coverage	Terminate Enrollment	Assure the appropriate sub-group is selected. Your authorized SharpConnect Administrator must "confirm" the transaction.
Move a member to COBRA	Terminate Enrollment AND Initial Enrollment	Terminate member first and then conduct an Initial Enrollment transaction.
Submit my transactions to Sharp Health Plan	Confirm Enrollment	After conducting an enrollment transaction, your authorized SharpConnect Administrator must "confirm" all transactions.
Confirm that my transaction was received by Sharp Health Plan	Confirm Enrollment	<p>There are 3 ways to confirm your transaction was submitted to Sharp Health Plan:</p> <ol style="list-style-type: none"> 1) After submitting your transaction using the Confirm Enrollment link, a confirmation message will display on your screen. 2) You may run an Enrollment Transaction Report using the date the transaction was submitted to Sharp Health Plan. 3) Within 3 <u>business</u> days after submitting your transactions, your changes will reflect in SharpConnect. You can search the member account and view the changes. <p>Note: If your transaction does not appear in SharpConnect within 3 business days after submitting, check the Confirm Enrollment screen to assure the transaction was sent to Sharp Health Plan.</p>
View an employer's billing reconciliation	Billing Reconciliation	<ol style="list-style-type: none"> 1) For new groups, the bill will be available following the month of enrollment. (e.g., If you begin in March, you may search for your April bill) 2) Determine whether the employer is billed at the master group-level or the sub-group level and select the appropriate employer group in the Current Employer Group drop-down. The billing Group Number can be found on the first page of the group's paper statement. Note: In most cases, the group is billed at the master group level. 3) Keep in mind that bills are not broken out by sub-groups, however if you click on a member name you will be able to identify which sub-group they belong to.
Register additional users -during registration	www.sharphealthplan.com	During registration process, under Add Additional Users screen.
Register additional users -after initial registration	User Administration	Can only be done by the Brokers administrator.

Appendix B: Contract Type Code Descriptions

Code	Description
EE	Employee Only
EC	Employee & Child(ren)
EFFOR	Employee, Spouse/Domestic Partner, Child(ren)
ED	Employee & Dependent(s)
ES	Employee & Spouse
SEP	Employee & Domestic Partner

Appendix C: Enrollment Reasons for Change

Initial Enrollment

Adoption	Adding a subscriber due to the adoption of a new dependent.
Birth	Adding a subscriber due to the birth of a new dependent.
Change of Location	Adding a subscriber due to a change of work location.
COBRA	Enrolling a member (subscriber or dependent) under COBRA.
Marriage	Adding a subscriber due to a recent marriage.
Re-enrollment	Adding a previously covered subscriber who is now eligible. (e.g. returning from leave of absence or re-hired).
Pre-enrollment	Adding a subscriber who is a new employee, or who is enrolling during the annual renewal period or open enrollment.
Retirement	Adding a subscriber due to retirement that resulted in a loss of other coverage.
Termination of Benefits	Adding a subscriber due to the loss of other coverage.
Voluntary Withdrawal	Adding a subscriber due to the voluntary withdrawal from other coverage.

Change Enrollment

Adoption	Adding a subscriber's or spouse's adopted child(ren).
Birth	Adding a subscriber's or spouse's newborn.
Change of Identifying Elements	Changing data elements that personally identify the member or their health, such as name, address, date of birth, SSN, contact information, or disability summary.
Change of Location	Changing a subscriber's enrollment due to a move from one office location to another.
Death	Changing a member's enrollment due to death.
Divorce	Changing a member's enrollment due to a divorce.
Marriage	Making a change due to a marriage (e.g., last name change, adding spouse, adding spouse's children).
PCP Change	Changing a member's primary care physician.
Personnel Data	Changing general personal data such as marital status, language, gender, employment status, hire date, relationship.
Re-enrollment	Adding a previously covered dependent member who is now eligible.
Termination of Benefits	Changing enrollment information due to the loss of other coverage.
Voluntary Withdrawal	Changing enrollment information due to the voluntary withdrawal from other coverage.

Terminate Enrollment

Death	Termination of enrollment due to the member's death.
Divorce	Termination of enrollment due to the member's divorce.
Fired	Termination of enrollment due to the subscriber's involuntary loss of employment.
Layoff without Benefits	Termination of enrollment for a subscriber who is laid off without benefits.
Leave of Absence without Benefits	Termination of enrollment for a subscriber who is on a leave of absence without benefits.
Legal Separation	Termination of enrollment due to a legal separation.
Quit	Termination of enrollment due to the subscriber's voluntary loss of employment.
Retirement	Termination of enrollment due to the subscriber's retirement.
Strike	Termination of enrollment due to subscriber going on strike.
Suspended	Termination of enrollment due to the subscriber's suspension without benefits.
Transfer	Termination of enrollment due to the subscriber's transfer.
Termination of Benefits	Termination of enrollment due to the employer's termination of benefits.
Voluntary Withdrawal	Termination of enrollment due to the member's voluntary withdrawal from coverage.