

Align

powered by Sanford Health Plan

PO Box 91110

Sioux Falls, SD 57109-1110

Toll-Free: (888) 278-6485

TTY: (888) 279-1549

Fax: (605) 328-6811

align.sanfordhealthplan.com



Dear [Member Name],

Sanford Health Plan is transitioning premium billing for Align powered by Sanford Health Plan to a new system in December 2025. We are reaching out to let you know what changes you can expect as part of the transition.

- **Billing in advance:** Premiums are due one month in advance in the new system. This means you will have two invoices due in December. One invoice, due Dec. 5, will be for December 2025 premiums, as usual. The second invoice, due Dec. 27, will be for January 2026 premium under the new system.
- **Payment due dates:** Under the new system automatic payments will be deducted on the 20th rather than the 5th of the month. Payments by check or money order are due on the 27th of the month.
- **New payment options:** With the new billing systems, premiums can now be paid with a recurring credit or debit card deduction. If you choose this option, you will no longer receive a premium billing statement.
- **New ACH form:** To keep your information secure, we are unable to transfer existing automatic clearing house authorization (ACH) forms to the new system. We are here to help make the process of submitting a new form easy. Forms can be submitted through your agent or directly to Sanford Health Plan the following ways:
 - Phone: Align powered by Sanford Health Plan (877) 509-4979 (TTY: 711)
 - Email: SHPBillingandEnrollment@Sanfordhealth.org
 - Mail: ACH Department, Security Health Plan, P.O. Box 8000, Marshfield, WI 54449-8000
 - Fax: (715) 221-9449

If you have automatic payments set up, December premiums will be debited on Dec. 5, as usual. However, January 2026 premiums will be invoiced on paper unless we have a new ACH form on file by Dec. 5.

If you have a zero-premium plan or if your premiums are automatically deducted from Social Security or Railroad Retirement benefits, you will no longer receive a premium statement. Your payments will continue to process automatically, with no action required. Premium billing statements will not be sent if you sign up for a recurring payment.

Additional details about what to expect with the transition are included in the enclosed FAQ. A new ACH form is enclosed as well.

Y0128_HP-9787_09-25_C
HP-9787 Rev. 09/25

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Thank you for your understanding as we update our billing system to offer additional payment options. If you have any questions or need assistance, please reach out to our customer service team at (877) 509-4979 (TTY: 711).

Sincerely,
Align powered by Sanford Health Plan

Enclosure: Notice of Availability; ACH form