

# New System for Premium Billing Frequently Asked Questions

## What is happening?

Sanford Health Plan is transitioning premium billing for its Medicare Advantage lines of business to a new system in December 2025.

## Why are we making this change?

The new billing system offers **new payment options**, including recurring credit or debit card payments, which can be set up through customer service.

## How does this change affect me?

Premiums will be billed one month in advance in the new billing system. **This means you will have two invoices in December.** The first invoice, due Dec. 5, is for December 2025 premiums. The second invoice, due Dec. 27, is for January 2026 premiums.

You will also notice the following changes:

- **Payment due dates:** Automatic payments will be deducted on the 20<sup>th</sup> rather than the 5<sup>th</sup> of the month. Payments by check or money order are due on the 27<sup>th</sup> of the month.
- **New payment address:** Payments by check or money order will go to PO Box 5068, Sioux Falls, SD 57117-5068
- You will need to fill out a **new automatic clearing house authorization (ACH) form** for automatic payments from your bank account.

## Why do I need to submit a new ACH form?

To keep your banking information secure, ACH forms cannot be transferred to the new billing system.

## How can I submit a new ACH form?

You can submit a new ACH form through your agent or directly to Sanford Health Plan the following ways:

- **Phone:** Align powered by Sanford Health Plan (877) 509-4979 (TTY: 711), Great Plains Medicare Advantage (877) 492-5189 (TTY: 711)
- **Email:** SHPBillingandEnrollment@Sanfordhealth.org
- **Mail:** ACH Department, Security Health Plan, P.O. Box 8000, Marshfield, WI 54449-8000
- **Fax:** (715) 221-9449

### **What happens if I do not submit a new ACH form?**

Members who do not submit a new form by Dec. 5 will receive monthly paper statements starting in December 2025, with payment due by December 27.

### **My premiums are deducted from my Social Security or Railroad Retirement benefits. What action do I need to take?**

Members with **zero premiums** or those whose premiums are automatically deducted from their **Social Security** or **Railroad Retirement** benefits will no longer receive a premium statement. These payments will continue to be processed automatically, with **no action required** on their part.

### **What happens if I miss a payment?**

Members who have outstanding balances at the end of a two-month grace period could face disenrollment from their plan and loss of prescription drug coverage.

### **Who can I contact with questions?**

You can contact customer service with questions at the following numbers:

- Align powered by Sanford Health Plan (877) 509-4979
- Great Plains Medicare Advantage (877) 492-5189

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