



2026

# Medicare Advantage

## MEMBER HANDBOOK

Align powered by Sanford Health Plan

- Align ChoiceElite (PPO)
- Align ChoicePlus (PPO)

[align.sanfordhealthplan.com](https://align.sanfordhealthplan.com)

align

powered by  
SANFORD HEALTH PLAN





# WELCOME to align

powered by  
SANFORD HEALTH PLAN

Use this handbook to get started making the most of your benefits. Inside, you'll find steps for how to access your benefits, file a claim and more.

If you can't find what you are looking for in this handbook, please visit [align.sanfordhealthplan.com](https://align.sanfordhealthplan.com) or contact our customer service team at **(877) 509-4979 (TTY: 711)**.

You can also access all your plan information on your online member portal. Portal access and benefits begin with the start of your plan coverage on or after Jan. 1, 2026.

**Thank you for trusting us on your health journey.**



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# We're here to help

## Customer service

Our customer service team is only a phone call away when you have questions or need assistance.



Email [memberservices@alignmedicareadvantage.com](mailto:memberservices@alignmedicareadvantage.com)



Call (877) 509-4979 (TTY: 711)



Standard hours are Monday through Friday from 8 a.m. to 8 p.m. local time. From October through March, our hours are extended to seven days a week from 8 a.m. to 8 p.m. local time.



## Health navigators

Our health navigators act as your personal health assistants. Health navigators can help answer questions and connect you to the right resources for your health needs. They can also help you find a doctor, schedule appointments, and even provide trusted partners to accompany you to appointments. This service is confidential and provided at no additional cost. Call (877) 701-0788 (TTY: 711) to connect with our health navigators.

Other departments	Questions about:	Phone number
Pharmacy	Prior authorization of prescription drug coverages and covered medication list (formulary).	(844) 642-9090
Utilization management	Prior authorization of medical services and utilization review.	(877) 509-4979
Care management	Care management, health management and social work programs.	(888) 315-0844
Vision impaired services	Large print materials or recorded versions of our documents are available upon request.	(877) 509-4979 (TTY: 711)
Language assistance	Free language assistance is available for those who speak a language other than English.	(877) 509-4979 (TTY: 711)
To report potential fraud, waste and abuse, send an email to <a href="mailto:shpcompliance@sanfordhealth.org">shpcompliance@sanfordhealth.org</a> or call our anonymous hotline at (877) 473-0911 (TTY: 711).		



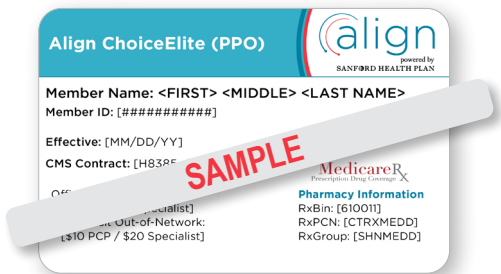
# Steps to get started with your plan

1

**Use your ID card:** Bring your ID card to doctor's appointments and the pharmacy when you fill prescriptions. Your ID card is also available on your Member portal.

If your ID card is damaged, lost or stolen, contact our customer service team or log into your Member portal to order a new card.

*Acceptance of your ID card does not ensure medical or pharmacy services will be covered under your benefits.*



2

**Register for your Member portal:** Your portal gives you easy access to your plan information online whenever you need it. It is secure and personalized to your plan. Visit [align.sanfordhealthplan.com/welcome](https://align.sanfordhealthplan.com/welcome) to register for your portal.

3

**Read your plan documents:** Use your portal to read your plan documents, like your Evidence of Coverage (EOC), and review claims, balances, prior authorizations and more.

4

**Choose a primary care provider:** Visit [align.sanfordhealthplan.com](https://align.sanfordhealthplan.com) to search for doctors near you using our provider directory. Then, schedule your annual wellness visit.



**TIP:** Add your primary care provider to your member portal to personalize your health care experience.

5

**Fill your prescriptions:** Save on medication costs by using a preferred pharmacy for your prescriptions, such as CVS, Gateway Pharmacy, Lewis Drug, Sanford Health Pharmacy, Seip Drug and Thrifty White Pharmacy. To learn more about your pharmacy coverage, call **(844) 642-9090 (TTY: 711)**.

6

**Schedule a free preventive care video visit:** During this visit, a provider will review your health history, answer your questions and help identify early signs of health risks. To schedule your visit, call **(888) 725-1128 (TTY: 711)**.

# Important documents

These important documents contain details about your benefits and coverage. You can easily access them at any time on your secure Member portal.



**Evidence of Coverage (EOC):** This is your main guide for reviewing all your benefits and provisions. It provides a complete overview and description of all benefits, exclusions, prescriptions, appeals, denials, claims, enrollment, notices, policies and more.



**Summary of Benefits (SOB):** Deductible and copay information, out-of-pocket limits, information about covered services, provider network, referral information, pharmacy information and costs.



**Covered medication list (formulary):** A list of regular and specialty medications that are covered, not covered, or require prior authorization or step therapy.



**Provider Network:** Visit [align.sanfordhealthplan.com](https://align.sanfordhealthplan.com) or log in to your member portal account to access the most up-to-date Provider and Pharmacy Network Directory.



## Member Portal

Visit [align.sanfordhealthplan.com/welcome](https://align.sanfordhealthplan.com/welcome) to sign in or register for 24/7 access to all of your benefit information including:

- Summary of Benefits (SOB)
- Evidence of Coverage (EOC)
- Pharmacy benefit information
- Claims and Explanation of Benefits (EOB)
- Supplemental benefits
- Provider and pharmacy directory
- Referral information
- Health insurance forms
- Federal and state guidelines and notices

When you use your member portal, choose the “Go paperless” option to get email notifications instead of paper mail for your EOBs and other important documents.



## Medicare Advantage Health Assessment

As a member, we want to make sure we connect you to the right resources to help meet your health care needs. The assessment will ask for your input on your health, including any current or past health conditions, areas you may need help and more. To complete your assessment, visit [align.sanfordhealthplan.com/welcome](https://align.sanfordhealthplan.com/welcome) or call **(877) 701-0788 (TTY: 711)** for assistance. This information will provide a better snapshot of your needs as a member and your answers will be kept confidential.

# Care options

You have multiple choices regarding when and where you receive care. Choosing the appropriate care setting helps you to maximize your health insurance benefits and save on out-of-pocket costs.



## Routine office visit

Your primary care provider (PCP) is best for routine, preventive or visits that could wait 24 to 48 hours or longer. If same-day care is needed, your PCP may be able to see you or the clinic may be able to help you find another available provider. If seeing a new provider, remember to confirm they are in-network.

Be sure to make time to schedule your annual wellness exam with your primary care provider. If you don't have a PCP, no problem. We can help you find one and even assist in getting your first appointment scheduled.



## On-demand health services



**Urgent (acute) care:** An urgent care situation is not a serious health threat, but requires medical attention within 24 hours, and may include stitches, pain, urinary tract or respiratory infections, fever, or flu. During the day, contact your primary care provider first. Visit participating urgent care clinics or consider Video Visits after normal business hours or holidays.



**Video Visits:** Connect with an urgent care provider from the comfort of home. Using your desktop, tablet or mobile device, you can see a provider to give you quick, convenient access to quality care. For virtual care, go to [sanfordhealth.org/get-care-here/virtual-care](https://sanfordhealth.org/get-care-here/virtual-care) to get started.



**Emergency care:** Emergency medical conditions require immediate care to avoid serious harm. Emergent conditions may include severe pain, suspected heart attack or stroke, difficulty breathing, bleeding that won't stop, severe burns, seizures, poisoning or trauma. For emergency care, call 911 or visit the nearest emergency department.

### If you go to an out-of-network facility in an emergency situation:

- Sanford Health Plan must be notified within 48 hours or as soon as reasonably possible following the emergency.
- Prior authorization is not necessary in a true emergency situation (even out-of-network).
- If you are hospitalized (admitted overnight as an inpatient) at an out-of-network facility, arrangements may be made to transfer you to an in-network facility when it is medically safe to do so. This helps maximize your insurance benefits, as your out-of-pocket costs will be much lower with an in-network provider.

## Care options (continued)



### **Specialty care**

If you need to see a specialist, you don't need a referral if the provider is in-network. If you want to go out-of-network, please contact the plan for approval **before** you receive care.



### **Behavioral health care services**

If you feel you need Behavioral Health Care Services, please call our Care Management Department.



### **Hospital services**

If you require elective or emergent inpatient (hospital) services, please notify us as soon as possible.



### **Emergency transportation**

Ground transportation or air ambulance will be covered per your plan if deemed medically necessary and you are taken to the nearest in-network participating provider who is able to provide the necessary health care services.



### **Care when traveling**

Care outside of the service area will be covered per your plan in urgent or emergent situations. If you need urgent or emergent care while traveling, please contact Sanford Health Plan within 48 hours of seeking care.



### **Case Management Services**

Our case managers are available to help support you in managing your health condition(s). Assistance is available for health conditions including kidney disease, cancer, transplants and chronic conditions.



# Navigating your network

Find a doctor in a few easy steps using our provider directory.

- 1 Visit “[align.sanfordhealthplan.com](https://align.sanfordhealthplan.com)” and click “**Doctors and Pharmacies**”
- 2 Select “**Find a Doctor**” or “**Find a Pharmacy**”
- 3 Follow the prompts to search

## Pharmacy and medication benefits

All Align powered by Sanford Health Plan PPO plans include prescription drug coverage (Part D). Sanford Health Plan has a list (formulary) of FDA-approved brand name and generic medications that are covered under your benefit plan.

Some medications are noted with letters next to them to help you see which ones may have coverage requirements or limits. Your benefit plan determines how these medications may be covered for you.

**ST**

### Step Therapy

Trial of lower-cost medication(s) is required before a higher-cost medication can be covered.

**QL**

### Quantity Limit

Medication may be limited to a certain quantity.

**PA**

### Prior Authorization

Your doctor is required to provide additional information to determine coverage.

A complete list of in-network pharmacies and all other pharmacy-related benefit information can be found in the directory or by contacting customer service. You can also have your prescription drugs mailed by using the Optum Rx member portal.



### Medicare Prescription Payment Plan

The Medicare Prescription Payment Plan, also called M3P and MPPP, is a new payment option to help you manage your out-of-pocket drug costs. This new payment option works with your current drug coverage, and it can help you manage your drug costs by spreading them across monthly payments that vary throughout the year.

Visit [align.sanfordhealthplan.com/pharmacy-and-drug-coverage](https://align.sanfordhealthplan.com/pharmacy-and-drug-coverage) to review your eligibility. Have questions? Call **(877) 873-5611 (TTY: 711)**.

# Referrals, prior authorization and other insurance coverage FAQs

## ***Do I need a referral to see a specialist?***

Sanford Health Plan does not require a referral to see an in-network specialty care provider. Some specialty care services may be excluded from your coverage, even if your doctor recommends them, such as acupuncture and cosmetic procedures. See your Evidence of Coverage (EOC) for additional details on non-covered services.

## ***Do I need a prior authorization?***

For some services, as noted in your Evidence of Coverage (EOC), you may be required to get prior authorization. It is best to always contact Customer Service before any planned procedures to see if a prior authorization is needed. Please contact us at least three days before the requested service to ensure timely processing of your request.

## ***What if I am injured at work or in a motor vehicle accident?***

If you need medical care and another person or company is responsible, please contact us. If you receive a call or form in the mail, please respond within 10 days or your claims may be denied. You can reach us by calling **(877) 509-4979 (TTY: 711)**. Additionally, you can visit [align.sanfordhealthplan.com](https://align.sanfordhealthplan.com) to complete the accidental injury/third-party liability questionnaire.

## ***What if I have other health insurance?***

If you are covered by another insurance policy or are eligible for Medicaid or TRICARE, you will work with the other insurance company to coordinate benefits to ensure claims are processed in a timely manner. Please complete any forms you receive or contact us, if requested, to ensure your claims are not denied.

Align powered by Sanford Health Plan helps streamline your care by putting your doctor in the driver's seat to determine the best treatment plan for your needs. Restrictions may apply. For a complete list of services requiring prior authorization, call **(877) 509-4979 (TTY: 711)** to speak with our customer service team.

# Stay on track with your health goals



## Schedule a free preventive care video visit

Meet with a provider from home during a time that works best for you. After assessing your health care needs, a provider will recommend programs, screenings, services and lifestyle changes to help you reach your health and wellness goals. Visit [align.sanfordhealthplan.com/prevention](https://align.sanfordhealthplan.com/prevention) or call **(888) 725-1128 (TTY: 711)** to schedule your free preventive care video visit today.



## Healthy Benefits+ flex card

The Sanford Health Plan Healthy Benefits+ flex card gives you the flexibility to choose how to spend your allowance dollars, helping your benefits go further. The flex card works like a debit card and includes a quarterly allowance for over-the-counter (OTC) products at in-network retailers and an annual allowance for dental, hearing and vision out-of-pocket expenses. For questions, visit [healthybenefitsplus.com/sanfordhealthplan](https://healthybenefitsplus.com/sanfordhealthplan) or call **(833) 818-8918 (TTY: 711)**. See your Evidence of Coverage (EOC) for details on qualifying purchases.



*Please note that your flex card can only be used for specific OTC products as well as services categorized as dental, hearing or vision.*



## Dental coverage

Because our dental benefits focus on prevention, services like cleanings, exams and x-rays are covered at 100%. For other comprehensive services, take advantage of your annual allowance using your Healthy Benefits+ flex card to lower your out-of-pocket costs. To find a dentist, visit [providers4you.com/nationalmedicareadvantage](https://providers4you.com/nationalmedicareadvantage) if you live in South Dakota or Iowa, or visit [deltadentalmn.org/sanford-dentists](https://deltadentalmn.org/sanford-dentists) if you live in Minnesota or North Dakota. If you have questions about your dental coverage, call **(877) 509-4979 (TTY: 711)**. For Healthy Benefits+ flex card questions, call **(833) 818-8918**.



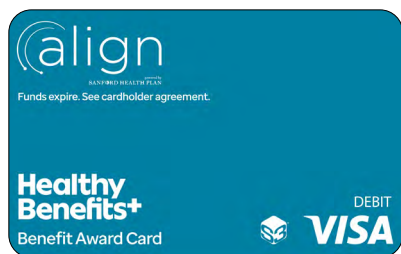
## Hearing benefits

Our hearing benefits are provided through NationsHearing. If you could benefit from hearing aids, providers in our network can help you select hearing aids that best fit your lifestyle. You can use your Healthy Benefits+ flex card allowance to help cover the cost of your hearing aids. Review your Evidence of Coverage (EOC) to determine your benefit details. Call **(877) 280-1649 (TTY: 711)** or visit [alignsanfordhealthplan.nationsbenefits.com/hearing](https://alignsanfordhealthplan.nationsbenefits.com/hearing) to schedule your annual hearing test or for help with your hearing benefits.



## Vision benefits

Our vision benefits are provided through VSP Vision Care. With this coverage, you can get an annual routine exam and up to your plan's allowance for eyewear through a VSP Advantage network provider. Please refer to your Evidence of Coverage (EOC) for your benefit details. To use your VSP benefits, or to find an in-network doctor near you, please visit [vsp.com/advantageonly](https://vsp.com/advantageonly) or call **(844) 344-4768 (TTY: 711)**.



Single allowance



Over-the-counter quarterly allowance\*

Single allowance



Dental annual allowance

Shared allowance



Vision and hearing annual combined allowance



## Meal services

For Members who are recovering at home after a hospital stay, Mom's Meals can deliver nutritional meals that are easy to heat, eat and enjoy. These meals are designed by dietitians to support the nutritional needs of patients who have some of the most common health conditions. If you are not currently receiving meals, fill out a short form at [align.sanfordhealthplan.com/benefits/moms-meals](https://align.sanfordhealthplan.com/benefits/moms-meals) and our care management team will contact you to determine your eligibility.



## Silver&Fit fitness program

As a Member, you can enjoy multiple tools and features with this healthy aging and exercise program at no cost to you. By answering a few online questions about your fitness level and goals, you can receive a personal exercise plan that includes suggested workout videos and more. Create your account by visiting [silverandfit.com](https://silverandfit.com) to get started, or call **(877) 427-4788 (TTY: 711)** for additional support.





## Travel

No matter where you are in the United States, urgent care and emergency services are always covered at the same cost-share you have at home. With our visitor travel benefit, you receive in-network benefits for select providers. Your plan also includes a \$250 reimbursement for emergency/urgent services outside of the United States. If you have questions, please connect with our customer service team by calling **(877) 509-4979 (TTY: 711)**.



## Advance care planning

Advance care planning is the process of planning and deciding your future health care in case you are suddenly unable to make your own decisions because of illness or injury. Through advance care planning, you can make treatment decisions based on your goals, values and preferences. Sanford Health Plan encourages all Members to complete an advance directive. Visit [sanfordhealth.org/patients-and-visitors/patient-information/advance-care-planning](https://sanfordhealth.org/patients-and-visitors/patient-information/advance-care-planning) for more information.

# Claims and payment services

- 1 Claim:** After you receive medical care, most providers will file a claim for you. However, you may need to file a claim if your provider did not file one for you. Claim forms can be found in the Member Portal or by contacting customer service.
- 2 Explanation of Benefits (EOB):** After your claim is received and processed according to your benefits, Sanford Health Plan will send payment to the provider and an EOB to you. The EOB explains how your insurance benefits were applied. You will receive your EOB in the mail unless you've signed up to receive electronic EOBs. Then you will receive email notification stating that a new EOB is available to view in the Member Portal. The EOB is NOT a bill or invoice.
- 3 Appeals:** You have a right to appeal any decision made by Sanford Health Plan, which may include a review by an independent review organization, to not pay for an item or service. To file an appeal, complete an Appeal Form in the Member Portal, or contact customer service to file an appeal over the phone or to have a form mailed to you.
- 4 Complaints:** To file a complaint, contact Sanford Health Plan by phone or by mail at **Sanford Health Plan, P.O. Box 8000, Marshfield WI 54449-8000**.

## Notice of Availability

**English:** Free language assistance services are available to you. Additional services and resources necessary to provide information on accessible formats are also available at no cost. Call 1-877-509-4979 (TTY: 711) or speak to your provider.

**Spanish:** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-877-509-4979 (TTY: 711) o hable con su proveedor.

**Oromo:** HUBADHAA: Yoo afaan Oromoo dubbattu ta'e, tajaajilli gargaarsa afaanii bilisaa siniif ni argama. Gargaarsi gargaaraa fi tajaajilli sirrii ta'ee fi odeeffannoo bifa dhaqqabamaa ta'een kennuunis bilisaan ni argama. Bilbilaa 1-877-509-4979 (TTY: 711) yookiin dhiyeessaa kee waliin haasa'aa.

**Amharic:** ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆኑ፣ የቋንቋ ድጋፍ አገልግሎት በነፃ ይቀርብልዎታል። መረጃን በተደራሽ ቅርጸት ለማቅረብ ተገቢ የሆኑ ተጨማሪ እገዛዎች እና አገልግሎቶች እንዲሁ በነፃ ይገኛሉ። በስልክ ቁጥር 1-877-509-4979 (TTY: 711) ይደውሉ ወይም አገልግሎት አቅራቢዎን ያናግሩ።

**Hmong:** LUS CEEV TSHWJ XEEB: Yog hais tias koj hais Lus Hmoob muaj cov kev pab cuam txhais lus pub dawb rau koj. Cov kev pab thiab cov kev pab cuam ntiv uas tsim nyog txhawm rau muab lus qhia paub ua cov hom ntaub ntawv uas tuaj yeem nkag cuag tau rau los kuj yeej tseem muaj pab dawb tsis xam tus nqi dab tsi ib yam nkaus. Hu rau 1-877-509-4979 (TTY: 711) los sis sib tham nrog koj tus kws muab kev saib xyuas kho mob.

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-877-509-4979 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.

**Simplified Chinese:** 注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-877-509-4979 (文本电话：711) 或咨询您的服务提供商。

**Vietnamese:** LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-877-509-4979 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

**French:** ATTENTION: Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-877-509-4979 (TTY: 711) ou parlez à votre fournisseur.

### Arabic:

نبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-877-509-4979 (711) أو تحدث إلى مقدم الخدمة.

**Karen:** ဆို- နမ့်ကတိၤ ထၢန့ၣ်လီၤဖဲအံၤ အသိ, တၢ်အိၣ်ဒီး ကျိၣ်တၢ်ဆိၣ်ထွဲမၤစၢၤ လၢတလၢတၢ် ဘျီလၢန့ၣ်လီၤ. တၢ်အိၣ်ဒီး တၢ်မၤစၢၤတၢ်န့ၣ်လီၤဒီး တၢ်မၤစၢၤတၢ်မၤ လၢအ ကြးအဘျီ လၢကဟ့ၣ်တၢ်ဂ့ၢ်တၢ်ကျိၣ် လၢတၢ်မၤန့ၣ်အိၣ်သ့တဖၣ် လၢတလၢတၢ် ဘျီလၢန့ၣ်လီၤ. ကိး 1-877-509-4979 (TTY: 711) မ့တမ့ၢ်ကတိၤတၢ်ဒီး န့ၣ်လၢဟ့ၣ် န့ၣ်တၢ်ကွၢ်ထွဲမၤစၢၤတက့ၢ်.

**Swahili:** MAKINIKA: Ikiwa wewe huzungumza Kiswahili, msaada na huduma za lugha bila malipo unapatikana kwako. Vifaa vya usaidizi vinavyofaa na huduma bila malipo ili kutoa taarifa katika mifumo inayofikiwa pia inapatikana bila malipo. Piga simu 1-877-509-4979 (TTY: 711) au zungumza na mtoa huduma wako.

**Yoruba:** ÀKÍYÈSÌ: Tí o bá lè sọ èdè Yorùbá, àwọn ètò ìrànlówọ́ èdè wà lófẹ́ẹ́ fún ọ. A ó tún pèsè àwọn ohun èlò ìrànlówọ́ àti àwọn isẹ́ tó bá yẹ láti pèsè isọfúnni nípa àwọn ọ̀nà tí ó rọrùn láti lóye lófẹ́ẹ́. Pe 1-877-509-4979 (TTY: 711) tàbí kí o bá olùpèsè rè sọrọ́.

**Russian:** ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-877-509-4979 (TTY: 711) или обратитесь к своему поставщику услуг.

**Laos:** ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາເບີ 1-877-509-4979 (TTY: 711) ຫຼື ລົມກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ.

**Nepali:** सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-877-509-4979 (TTY: 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Large print – If you require materials in large print, please call 1-877-509-4979 (TTY: 711).

## Notice of Nondiscrimination

**Discrimination is against the law.** Sanford Health complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, national origin, religion, pregnancy and related conditions, sex (including sexual orientation, gender identity, sex stereotypes, sex characteristics and intersex traits), age, disability, health status, marital status, arrest or conviction record or military participation in the administration of the plan, including enrollment and benefit determinations.

Sanford Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages
  - If you need these services, please contact Member Services at 1-877-509-4979 (TTY: 711)

If you believe that Sanford Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, religion, pregnancy and related conditions, sex (including sexual orientation, gender identity, sex stereotypes, sex characteristics and intersex traits), age, disability, health status, marital status, arrest or conviction record or military participation, you can file a grievance with the Section 504 Coordinator at:

Mailing Address: Section 504 Coordinator, 2301 E. 60<sup>th</sup> Street, Sioux Falls, SD 57103

Telephone Number: 1-877-473-0911 (TTY: 711)

Fax: (605) 312-9886

Email: [shpcompliance@sanfordhealth.org](mailto:shpcompliance@sanfordhealth.org)

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Section 504 Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

### U.S. Department of Health and Human Services

200 Independence Avenue SW. Room 509F, HHH Building Washington, DC 20201

Phone: 1-800-368-1019 (TDD 800-537-7697)

More information is available at <http://www.hhs.gov/ocr/index.html>.



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**(877) 509-4979 (TTY: 711)**  
**[align.sanfordhealthplan.com](https://align.sanfordhealthplan.com)**

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