Sanford Health Plan Provider Relations
Connection Event: Dec. 17, 2021

Summary take-aways:

Introduction to Sanford Health Plan Provider Relations
- Contact info for Provider Relations 800-601-5086
  - Amber Knutson ext. 21053 email: Amber.Knutson@SanfordHealth.org
  - Corey Erickson ext. 21054 email: Corey.Erickson@SanfordHealth.org
  - Kyle Klintworth ext. 21106 email: Kyle.Klintworth@SanfordHealth.org

Sanford Health Plan website and where to request portal access
https://www.sanfordhealthplan.com/provider-portal-access-request
- E-mail needed for use is specific to requestor, not a shared e-mail group
- For Sanford Health Employees: ask manager to submit and IT ESAR ticket
  - Feel free to request PR staff to meet on this if needed

Home page of Portal and Navigation
- How to Search for Patient/Member
  - Make sure searching “All Patients”
  - Make sure and confirm patient/member information accuracy
  - Can do multiple actions once into Patient’s demographics page

Walk through Claim Reconsideration; show guide/tutorial from website.
- Reconsiderations can only be submitted on the portal (effective 10/01/2021)

Quick Links section of Policies and Medical Guidelines
- Quick Links houses Tutorials and other navigation tools.

Walk through Referral/Prior Authorization tutorial found in Quick Links section
- PA→ if provider is not listed in selection field, you can place 5 9’s if hard stop, also can place info in notes summary to add provider
- Please add provider information, for this amendment

Next Connection Event
- March 18, 2022 at 10 a.m.
- More information on that event will be included in the February 2022 Fast Facts eNewsletter
- Registration form will be on education and training page one month prior