

## **Sanford Health Plan – Sanford Provider Hub Frequently Asked Questions**

### **What is the Sanford Provider Hub?**

In 2021, Sanford Health is moving credentialing to the Sanford Provider Hub, a secure, cloud-based software solution to support Sanford Health credentialing, privileging, peer review functions and enrollment for Sanford Health Plan and Sanford Health clinics and facilities.

### **What are the advantages of the Sanford Provider Hub?**

Behind the scenes, we'll be streamlining processes and improving data sharing and integration. You will notice a user-friendly, automated experience that includes:

- An option to designate a credentialing administrator.
- An online submission tool and electronic forms, as well as electronic signatures.
- Required fields, which eliminate missing or incomplete information, leading to faster processing of your documents and applications.

### **What changes will occur when the Sanford Provider Hub goes live on April 15, 2021?**

As of April 15, 2021, Sanford Health Plan providers will experience changes in the credentialing process that include the following:

- Forms will be completed and submitted electronically.
- Providers and credentialing administrators will be prompted via email to complete applications and reappointments in the Sanford Provider Hub.

### **When can I start using the Sanford Provider Hub?**

The Sanford Provider Hub will be available for your use on April 15, 2021.

### **What steps do I need to take to start using the Sanford Provider Hub?**

Watch for emails from the Sanford Provider Hub regarding your Sanford Health Plan credentialing activities. At the time of your recredentialing, you will receive an email from [VerificationServices@SanfordHealth.org](mailto:VerificationServices@SanfordHealth.org) which will provide instructions to access the Sanford Provider Hub and a link to take you and/or your credentialing administrator directly there.

### **Can I change the email address you have on file for me?**

You can. Please email [VerificationServices@SanfordHealth.org](mailto:VerificationServices@SanfordHealth.org) with the email address you would like to use for recredentialing.



## **I am currently working on a credentialing/recredentialing application. Should I use the Sanford Provider Hub?**

If you would like to use the Sanford Provider Hub for an application that is in progress and due after April 15, 2021, please contact [VerificationServices@SanfordHealth.org](mailto:VerificationServices@SanfordHealth.org) for more information.

## **What is a credentialing administrator in Sanford Provider Hub?**

You have the option to designate a credentialing administrator in the Sanford Provider Hub. This individual can be the person who currently assists with credentialing applications and will be copied on related emails from [VerificationServices@SanfordHealth.org](mailto:VerificationServices@SanfordHealth.org). The credentialing administrator can also complete sections of the application on your behalf and check the status of applications.

## **What can a credentialing administrator not do?**

You are legally required to review the information in your application and sign it to verify accuracy. You must also answer the waiver of liability questions and electronically sign forms requiring your signature. The credentialing administrator cannot complete these tasks on your behalf.

## **How do I designate a credentialing administrator before I am contacted about my recredentialing due date?**

Please email [VerificationServices@SanfordHealth.org](mailto:VerificationServices@SanfordHealth.org) with the name and email address of your credentialing administrator. They will then receive the same notices and information you do from the Sanford Provider Hub.

## **Can a credentialing administrator be the same person for more than one provider?**

Yes. If you have a credentialing administrator for multiple providers, please email the list of providers and the credentialing administrators name and email address to [verificationservices@sanfordhealth.org](mailto:verificationservices@sanfordhealth.org).

## **How will providers receive credentialing notices?**

All notices and required actions will be sent via email from [VerificationServices@SanfordHealth.org](mailto:VerificationServices@SanfordHealth.org). You should regularly check the email account provided to the Sanford Provider Hub to manage these notices and take action when required. The designated credentialing administrator may also manage email notices and inform you when action is required.



### **Can I still submit credentialing applications through the Minnesota Credentialing Collaborative?**

Beginning July 1, 2021, Sanford Health Plan can no longer accept credentialing applications electronically through the Minnesota Credentialing Collaborative.

### **Can I still submit paper/email applications?**

On June 15, 2021, Sanford Provider Hub's electronic submission process will completely replace all paper and email credentialing and recredentialing applications. Sanford Health Plan can no longer accept credentialing applications after this date.

### **Who should I or my credentialing administrator contact if we have questions?**

Any general questions about the Sanford Provider Hub can be directed to [VerificationServices@SanfordHealth.org](mailto:VerificationServices@SanfordHealth.org) or (605) 312-7600.