Provider Connections

AGENDA

• No Surprises Act Overview
• Provider Impact
• Resources

Provider Connection
You asked, we listened! Plan to of our next quarterly events.

Provider Connections events are designed to provide insights and answers to current questions or concerns brought to our team. These events also connect our members with the resources and people in Sanford Health Plan. Provider Relations that are partners to ensure success as you provide care to our members.

The inaugural December 2021 Provider Connection webinar summary can be found HERE.

Save the dates for the 2022 Provider Connection webinars listed below. All meetings will take place at 10 a.m. CST:

• March 18, 2022
• June 17, 2022
• December 14, 2022

Register HERE.

What is the No Surprises Act and what does it mean for providers?
The No Surprises Act was signed into law on Dec. 27, 2020. Provisions of the law went into effect on Jan. 1, 2022, and Sanford Health Plan is taking steps to comply with the regulation. The purpose of the No Surprises Act is to improve price transparency and protect patients from receiving surprise medical bills.

Providers and facilities cannot balance bill in the following situations:

• Out-of-network emergency covered item and services
• Covered medical item and services performed by an out-of-network provider at an in-network facility: patient undergoes planned surgery at an in-network hospital with an in-network provider, but surgery is delayed from an out-of-network facility
• Out-of-network facility: the provider is not participating in an out-of-network facility, but the testing is outsourced to an out-of-network laboratory.

How Sanford Health Plan is complying with the No Surprises Act

Beginning Jan. 1, 2022, CMS requires self-funded plans and fully insured individual and group plans to establish a provider directory verification process and establish a procedure for removing providers or facilities with unreliable information. Sanford Health Plan pays more than 425,000 actions across the nation that are existing Sanford Analytical® BetterDoctor service to implement a similar process verify our provider directory.

This means for you as a provider. You will receive communication from our partner, Sanford Analytical® BetterDoctor, every 90 days to verify your provider directory. Once the details are vetted and verified, directions will be updated within two business days of receiving the provider updates. If no response is received, we are required to remove the provider information from our provider directory until information is verified as correct. PROMPT RESPONSES IS KEY.

For additional questions or requests regarding your verification process, please contact Sanford Analytical® BetterDoctor at:

Email: support@betterdoctor.com or call 1-844-254-2130, 9 a.m. - 5 p.m. CST.

If your organization includes ten or more practitioners at multiple service locations, you’re welcome to submit a request for each quarter instead of using the BetterDoctor online portal to submit.

Contact your Sanford Provider Relations Specialist for more details.
OVERVIEW: What is the No Surprises Act?

The No Surprises Act was signed into law on Dec. 27, 2020. Provisions of the law went into effect on Jan. 1, 2022. The purpose of the No Surprises Act is to improve price transparency and protect patients from receiving costly surprise medical bills. Surprise medical bills may occur when insured patients are sent to an out-of-network provider or facility they did not choose.

The No Surprises Act prohibits surprise billing in the following situations:
• Emergency services used to examine, treat or stabilize members, including hospitalization and associated services, such as radiology, labs and inpatient providers that the member may not be able to choose in an emergent situation and/or admission
• Air ambulance services
• Out-of-network providers who provide services located within an in-network facility. (Example: The member gets lab work done during a visit to their in-network provider, but the testing is sent to an out-of-network laboratory).
IMPACT: No Surprises Act changes you will see

New Member ID Cards
Required on any physical or electronic plan or insurance identification (ID) card issued to participants, beneficiaries, or enrollees any applicable:

- Deductibles
- Out-of-pocket maximum limitations
- Must include a telephone number and website address for individuals to seek consumer assistance

You should already be seeing the new cards from our members.
Improved Accuracy of Provider Directory Information

• Establish standards related to provider directories that are intended to protect participants, beneficiaries, and enrollees with benefits under a plan or coverage from surprise billing.

• These provisions require plans and issuers to establish a process to update and verify the accuracy of provider directory information.
**IMPACT:** *No Surprises Act changes you will see*

**Improved Accuracy of Provider Directory Information**

- Expect contact from our 3rd party Quest Analytics/Better Doctor to **validate your information every 90 days**

- If your organization includes 10+ practitioners at multiple service locations, you’re welcome to submit a roster each quarter instead of using the BetterDoctor online portal to attest
Sanford Health Plan launched a webpage on sanfordhealthplan.com where consumers can review their rights under the law and seek assistance if they think they’ve been wrongfully sent a surprise medical bill.

- This page includes a downloadable FAQ for consumers and providers

Surprise Billing Model Notices are now sent to members with EOBs to inform of rights, how to appeal, etc.
Additional Resources: *No Surprises Act*

**CMS PowerPoint:**

**CMS Information page:**
https://www.cms.gov/nosurprises
Sanford Health Plan Provider Relations team

Here to help answer your questions!

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Provider Connections Follow up

Thank you for attending today!

- Follow up notes will be posted online at: sanfordhealthplan.com/providers/webinars

- The next Provider Connections event is: Friday, June 17, 2022 at 10 a.m.
  Registration link available on our website