



Provider Perspective

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July 2023

SANFORD
HEALTH PLAN



Itemized Bill Review Changes

Sanford Health Plan performs Itemized Bill review in accordance with our policy, Inpatient/Outpatient Unbundling of Routine Services and Supplies. Claims that meet the threshold will be required to submit an itemized bill. If an itemized bill is not submitted with the claim, it will be requested. When an itemized bill is not received within 14 days of request the claim will be denied with CO 16 – N26 (Deny for Itemized Bill). Please note if it is determined that the charges between the claim received and itemized bill do not align, your claim may also be denied.

Effectively immediately, please send Itemized bills to:

Email: SHPaymentIntegrity@sanfordhealth.org

OR

Fax: (605) 705-2821

Include **Payment Integrity IBR** in the subject line. All emails should be sent securely to ensure compliance with standard HIPAA regulations

Provider Education Series

Our Provider Relations team will continue the Provider Education Series in 2023. Below are the expected dates for each session. Each quarter, we strive to provide a high level overview of the issues we hear from you about. Want to sign up? [Click Here](#). Have an suggestion for a future topic? Email your suggestion to providerrelations@sanfordhealth.org.

2023 Dates: September 8 | December 1



Pharmacy Clinical Pearls

The goal of this section is to provide you with information on newly approved medications, updated medication indications or warnings, new generic approvals, and other miscellaneous pharmacy “pearls”.

On January 20th, another SGLT2 inhibitor Brenzavvy™ (bexagliflozin) was FDA approved to improve glycemic control in adults with type 2 diabetes mellitus as an adjunct to diet and exercise.

The recommended dose is 20 mg once daily, taken in the morning, with or without food. This is the only dosage form/strength currently available

It is not recommended if eGFR is less than 30 mL/min/1.73 m²

Zavzpret™ (zavegepant) is a calcitonin gene-related peptide receptor antagonist that received FDA approval on March 9th. It is indicated for the acute treatment of migraine with or without aura in adults. It is not indicated for the prevention of migraines.

It is a nasal spray that is dosed as 10 mg given as a single spray in one nostril, as needed (max of 1 dose in 24 hours).

No significant pharmacokinetic interactions were observed when zavegepant was concomitantly administered with sumatriptan.

Takeda is set to lose exclusivity on Vyvanse® in August of this year. While the drug manufacturer has filed at least four patent cases in an effort to maintain exclusivity, there will likely still be generic competition starting in August. Vyvanse® coupon cards are still currently valid through the end of the calendar year.

Humira® is another drug that is losing exclusivity and already has eight biosimilars expected to hit the market in July. One biosimilar, Amjevita™, is Amgen’s biosimilar to Humira® and has already been available since January.



Need to reset your Sanford Password, but forgot your old one?

Changing your password is as easy as 1, 2, 3!

Note: Enrollment requires a working username and password. If you do not know your password, no problem! Use our quick automated system to reset it by calling (877) 949-5678 Opt. 2 and follow the prompts. Once you have a password, proceed below.

- 1** Download. Open your app store on your mobile device and search for the SecureAuth Authenticate app. Download and install the app.



- 2** Register. Click the + and choose "Connect with URL". Type in secureauth.sanfordhealth.org and click continue. Follow the prompts to complete the registration process. Close the app when you see a six digit code displayed.

You only need to complete the first two steps again if you get a new device.

- 3** Reset. The next time you forget your password, just go to forgotpassword.sanfordhealth.org, enter your Sanford user ID and follow the online prompts to reset your password.



Scan to learn how to sign up.

TechPOINT

(877) 949-5678 Opt. 2

Quest Analytics/Better Doctor Inquiries

Beginning Jan. 1, 2022, CMS began requiring 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 unverifiable information. Sanford Health Plan enlisted Quest Analytics/BetterDoctor services to implement a robust process to verify our provider directory.

What this means for you as a provider: You will receive communication from our partner, Quest Analytics/BetterDoctor, every 90 days to verify the details we have in our provider directory.

Once the details are sent back and verified, directories will be updated within two business days of receiving the provider updates. If no response is received, we are required to remove the provider from our provider directory until your information is verified as correct. **PROMPT RESPONSE IS KEY.**

If your information is incorrect or does not show in the Provider Directory, our members will not easily be able to contact you or identify you as an in-network provider for their plan.

For additional questions or requests regarding your verification process please contact Quest Analytics/BetterDoctor at:

Email support@betterdoctor.com or call (844) 668-2543 8 a.m. – 5 p.m. CST.

If your organization includes ten or more practitioners at multiple service locations, you're welcome to submit a roster each quarter instead of using the BetterDoctor online portal to attest. Please reach out to providerrelations@sanfordhealth.org with any questions.

Provider Directory Information

Ensuring a member of Sanford Health Plan finds care in network is as easy as can be with our Find a Doctor tool! Initially built as a member tool, providers are welcome to use it to verify their own status for a member or to assist a member if they need to be referred on to different care.

When you go to sanfordhealthplan.com we have a button labeled Find a Doctor. Click this to get to the correct webpage.

There are 2 different options — to sign in as a member or as a guest. We always recommend using the Sign in as a Member option as no personal health information is needed or provided. It will give you that exact member's network rather than a general network. All you need is the member's name and member ID.

Once you are in, you are able to use different criteria to verify providers of different types available in network for that member's plan. Options include searching by regions, address, state, type of physicians or facilities, and other criteria.

Nominate other Providers

Do you know a Primary Care Provider, specialist, therapist, psychiatrist, or psychologist that would be a benefit to your patients to be contracted with Sanford Health Plan? Did you know you can nominate them online or by calling customer service? Follow the instructions online at www3.viiad.com/shp/public/nominate_provider.asp to complete the nomination request. Sanford Health Plan will contact the provider that has been nominated to see if they are interested to start the credentialing process.

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You can find the most current version of your patients' Formularies online.

Claim Status Tool Updates

WHAT IS HAPPENING?

As more businesses utilize 3rd parties to call on claim statuses or verify member benefits, our call wait times have increased. In an effort to build better self-service tools, last year we introduced the Claim Status tool - this is a feature that does not require anyone to sign in to look up basic claim processing details. We think of it as a game changer when you just need to know a status and don't have the time to call in or log in! You can find the link on our website at sanfordhealthplan.com/provider/forms page or click [HERE](#).

When using this tool you will need to know 3 pieces of information:

- 1** Either a) Your facility NPI OR b) Your tax ID
- 2** An ID - this can be either the Sanford Health Plan claim ID OR the patient ID that you put on claims when you submit them.
- 3** Either a) Earliest date of service OR b) Billed amount

Once you've entered in the 3 key items, you can verify you are not a robot and results will populate. You will receive the following information:

1. Sanford Health Plan Claim ID #
2. Net Payable amount
3. Payment status (Pending, sent, disbursed, etc.)
4. Payment ID number
5. Payment Date
6. Date Claim was received in our system

Additional information to help you verify this is the claim you were looking for will be available on this screen.

It includes:

- ✓ Billed Amount
- ✓ Claim Type
- ✓ Submitted ID (Your facility's submitted patient ID)
- ✓ Facility Name
- ✓ Rendering Provider name (if applicable).

Contact Us

CONTACT FOR: Member eligibility & benefits, member claim status, provider directory, complaints, appeals, report member discrepancy information

 memberservices@sanfordhealth.org

Customer Service

Monday-Friday, 7:30 a.m. to 5 p.m. CST | (800) 752-5863

NDPERS Customer Service

Monday-Friday, 8 a.m. to 5:30 p.m. CST | (800) 499-3416

Northern Plains Insurance Pool (NPIP) Customer Service

Monday-Friday, 7:30 a.m. to 5 p.m. CST | (877) 225-4930

MHN (Three Affiliated Tribes)

Monday-Friday, 7:30 a.m. to 5 p.m. CST | (877) 701-0792

CONTACT FOR: Preauthorization/precertification of prescriptions or formulary questions

 pharmacyservices@sanfordhealth.org

Pharmacy (855) 305-5062

NDPERS Pharmacy (877) 658-9194

CONTACT FOR: Preauthorization/precertification for medical services

 um@sanfordhealth.org

Utilization Management (800) 805-7938

NDPERS Utilization Management (888) 315-0885

CONTACT FOR: Assistance with fee schedule inquiries, check adjustments and reconciling a negative balance, request explanation of payment (EOP), claim reconsideration requests, W-9 form, change/updating information, provider education

 providerrelations@sanfordhealth.org

Provider Relations (800) 601-5086

CONTACT FOR: Requests to join the network and contract-related questions and fee schedule negotiation

 sanfordhealthplanprovidercontracting@sanfordhealth.org

Provider Contracting (855) 263-3544

Hearing or speech impaired TTY | TDD 711

CONTACT FOR: Align powered by Sanford Health Plan Medicare Advantage PPO

Customer Service (888) 278-6485 | TTY: (888) 279-1549

Utilization Management (800) 805-7938

Pharmacy Dept (844) 642-9090

CONTACT FOR: Great Plans Medicare Advantage (ISNP)

Customer Service (844) 637-4760 | TTY: (888) 279-1549

Utilization Management (800) 805-7938

Pharmacy Dept (855) 800-8872