Optum CES Implementation UPDATE

Sanford Health Plan has updated its claims editing software to Optum® Claims Editing System (CES).

We will begin implementing edits with claims adjudicated September 1st, 2019. A document detailing the claim edits is available to you on the Provider Resources page at www.sanfordhealthplan.com/providers/forms. The resource will be updated as we implement new edits.

Services denied due to a claim edit are not billable to the member. Information on filing corrected claims is provided in the Sanford Health Plan Provider Manual. Should you disagree with a claim edit, providers can file a claim reconsideration form.

Reminder: As with our current claims editing system, Experian, Optum® CES utilizes national coding edits, edits based on CPT® guidelines, specialty society edits and clinically derived edits.

Watch for more information in upcoming issues of Fast Facts.
Minnesota Price Transparency (SB3480)

As of July 1, 2019, Minnesota Members that do not use a medical assistance program or MinnesotaCare may ask for a free good faith cost estimate from Sanford Health Plan. The estimate will give the amount that Sanford Health Plan will pay for the service and the expected out-of-pocket cost. Members who are looking to obtain an estimate will be required to fill out the **Cost Estimate Form** and return it fully completed to Sanford Health Plan. Providers may see these members present to their office for assistance with the form. The form is made available to members in their portal.

Good faith cost estimates do not constitute a guarantee, either explicit or implicit, of final costs, nor a final determination of benefit coverage eligibility.
Policy Updates:

**Benefit Reimbursement Policy Updates:** To view this benefit reimbursement policy, log in to the provider portal mySanfordHealthPlan; benefits and reimbursement policies are located under the ‘Resources’ tab.

- Biofeedback
- Allergy Testing & Immunotherapy
- Family Planning
- Transplant Services
- Pulmonary Rehabilitation
- Anesthesia
- Spine Surgery
- Breast-Related Procedures
- Infusion Services (this replaces MemE-REB-015 Home Infusion)

**Pharmacy Policy Updates:** The following new and updated policies are effective June 6th, 2019.

**New Policies:**
- Dupixent
- Panzyga
- Tegsedi (orphan drug policy)
- Onpattro (orphan drug policy)

**Updated Policies:**
- Tavalisse
- Aralast NP
- Actimmune
- Growth Hormone
- Glassia
- Increlex
- Kanuma
- Lumizyme
- Nplate
- Prolastin-C
- Promacta
- Mulpleta
- Sotiris
- Zavesca
- Hemlibra
- Zemaira
- Adagen
- Arcalyst
- Chenodal
- Cerdelga
- Cerezyme
- Cholam
- Elelyso
- Fabrazyme
- Ilaris
- Kalydeco
- Krystexxa
- Leuprolide Long-acting
- Orkambi
- Orlissa
- Symdeko
- Sylvant
- Sivextro Oral
- Sivextro IV
- Galafold
- Xiaflex
- Vpriv
- Aveed
- FDU-IV/GLP-1 Duplication of Therapy
- Epclusa
- Eucrisa
- Harvoni
- Korlym
- Kuvan
- Myalept
- Mavryet
- Testosterone Topical, Injectable, Buccal
- Testopel
- Vosevi
**Contact Us:**

<table>
<thead>
<tr>
<th>CONTACT FOR: Eligibility &amp; benefits, claim status, provider directory, complaints, appeals, report member discrepancy information</th>
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<tbody>
<tr>
<td><a href="mailto:memberservices@sanfordhealth.org">memberservices@sanfordhealth.org</a></td>
</tr>
<tr>
<td><strong>Customer Service</strong></td>
</tr>
<tr>
<td>Monday-Friday, 7:30 a.m. to 5:00 p.m. CST</td>
</tr>
<tr>
<td><strong>NDPERS Customer Service</strong></td>
</tr>
<tr>
<td>Monday-Friday, 8:00 a.m. to 5:30 p.m. CST</td>
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<tr>
<td><strong>ND Medicaid Expansion</strong></td>
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<tr>
<th>CONTACT FOR: Preauthorization/precertification of prescriptions or formulary questions</th>
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<tr>
<td><a href="mailto:pharmacieservices@sanfordhealth.org">pharmacieservices@sanfordhealth.org</a></td>
</tr>
<tr>
<td><strong>Pharmacy</strong> (855) 305-5062</td>
</tr>
<tr>
<td><strong>NDPERS Pharmacy</strong> (877) 658-9194</td>
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<tr>
<td><strong>ND Medicaid Expansion</strong> (855) 263-3547</td>
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<tr>
<th>CONTACT FOR: Preauthorization/precertification for medical services</th>
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<tbody>
<tr>
<td><a href="mailto:um@sanfordhealth.org">um@sanfordhealth.org</a></td>
</tr>
<tr>
<td><strong>Utilization Management</strong> (800) 805-7938</td>
</tr>
<tr>
<td><strong>NDPERS Utilization Management</strong> (888) 315-0885</td>
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<tr>
<td><strong>ND Medicaid Expansion</strong> (855) 276-7214</td>
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<tr>
<th>CONTACT FOR: Assistance with provider portal password resets &amp; logging in fee schedule inquiries, check adjustments &amp; reconciling a negative balance, request explanation of payment (EOP), claim reconsideration requests, W9 form, change/updating information, provider education</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:providerrelations@sanfordhealth.org">providerrelations@sanfordhealth.org</a></td>
</tr>
<tr>
<td><strong>Provider Relations</strong> (800) 601-5086</td>
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<tr>
<th>CONTACT FOR: Requests to join the network and contracted related questions, fee schedule negotiation, provider credentialing</th>
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<tr>
<td><a href="mailto:sandfordhealthplanprovidercontracting@sanfordhealth.org">sandfordhealthplanprovidercontracting@sanfordhealth.org</a></td>
</tr>
<tr>
<td><strong>Provider Contracting</strong> (855) 263-3544</td>
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Hearing or speech impaired TTY | TDD (877) 652-1844
Translation Assistance for Non-English Speaking Members (800) 892-0675