Provider Manual and Other Website Changes

Our provider website has been updated to better organize information that is essential to our providers and their teams.

**Provider manual:**
Now available on our “Forms, Documents & Manuals” page

**North Dakota Medicaid Expansion (NDME):**
NDME forms and documents have been consolidated and now reside under one page “Medicaid Expansion”.

This page includes NDME:
- Appeal Rights & Filing Form
- Provider Enrollment Guidance
- Provider FAQ and more

If you need assistance locating items on our website, please contact Provider Relations at (800) 601-5086.
Provider Training & Education Videos
Online video training is now available at sanfordhealthplan.com/providers/webinars. You’ll find videos on:

- EDI Resources
- Check Adjustment Reports
- Eviti|Connect Training

We will continue to develop more training videos on helpful topics to support your office regarding Sanford Health Plan tools and processes.

Medication Prior Authorization List Now Available Online
A complete list of medications that require prior authorization is available online at sanfordhealthplan.com/providers on the “Pharmacy Information” page. To view the complete list “CLICK HERE”.

Note: To ensure coverage, authorization approval must to be obtained by either the provider or member before administering the medication.

Formulary documents have also been updated and can be viewed at sanfordhealthplan.com/providers/pharmacy-information or inside the portal with other member plan specific documents.

Updated Clinical Practice Guidelines
Sanford Health Plan’s clinical practice guidelines have been updated on the “Clinical & Other Resources” or you can view directly HERE. Where links are provided, Sanford Health Plan has adopted the clinical practice guidelines exactly as they are written by the respective organizations. Our multi-specialty physician committee, Physician Quality Committee, reviews and approves the practice guidelines for numerous conditions.

Authorization Reminders from Utilization Management
- **Facet Joint Injections** require prior authorization.
- **Sinus Surgery** codes 31237, 30130 and 30140 in clinic setting (Place of Service code 11) will no longer require a prior-authorization if performed post-operatively after approved sinus surgery.
- **Genetic Testing** requires prior authorization: Sanford Health Plan is experiencing an increase in appeals for higher cost genetic tests denials due to no prior authorization. Although prior authorization does take time, the result yields in working on a test that is covered for the patient and reimbursable by the Plan/patient at the full allowable amount.
**Annual Risk Adjustment Data Validation (RADV) Audit**

Sanford Health Plan partners with Change Healthcare (formerly known as Altegra) to conduct the annual Health and Human Services (HHS) Center for Medicare and Medicaid Services (CMS) RADV audit.

This audit includes chart reviews from randomly selected members covered under an Affordable Care Act (ACA) plan and validates information supplied to the government specific to enrollment and diagnosis codes reported for 2017 claims. This will be our third year working with Change Healthcare on this project.

In year one and two, you may recall receiving requests from a company called “Datafied.” This year requests will come from EMSI who works directly with Change Healthcare and Sanford Health Plan to collect appropriate medical records for this audit. To complete the audit, we are asking for your assistance in submitting complete medical record documentation for the selected members. Requests will begin going out in late June.

All medical records requested will need to be submitted before November 1, 2018. EMSI will send a letter communicating to those providers selected for chart reviews outlining the specific request and where to submit the documentation.

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**Electronic Funds Transfer (EFT) Enrollment**

Providers can opt in to receive their reimbursement electronically from Sanford Health Plan. This option delivers payment securely and more timely. You can receive EFT through Change Healthcare or directly from Sanford Health Plan. Enrollment forms and instructions can be found online at [sanfordhealthplan.com/providers/edi-resources](http://sanfordhealthplan.com/providers/edi-resources).

Sanford Health Plan also offers the other following EDI transactions to providers:

- 837 Transactions - Electronic Claims Submission
- 835 Transactions – Electronic Remittance Advice (ERA)
- 270/271 Transactions – Eligibility & Benefits Inquiry (Real Time Transactions)
- 276/277 Transactions – Claim Status Requests (Real Time Transactions)