Welcome to Sanford Health Plan
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Thank you for joining the Sanford Health Plan network of providers. We are excited you have given us the opportunity to work with you. Through our resources, you have access to the right information and the right people. From an overview of who we are, to the tools and resources available, our team can help you discover effective and efficient ways to make your work seamless.

About Us

Uniquely positioned in the upper Midwest, Sanford Health Plan is a provider-owned health plan that is part of Sanford Health’s integrated system of care. As one of the largest non-profit, rural health systems in the country, we lead the region in affordable, sustainable health coverage in an evolving health care landscape.

- Second largest carrier in South Dakota and North Dakota
- Integrated organization with care, coverage and service
- Leader in integrated care between insurers and providers
- Innovator in care and disease management coordination and benefits
- 20+ years in business
- 200,000 members served
- 25,000+ contracted providers within a four state region
- 346 hospitals

- Our network includes expert providers across Minnesota, Iowa, North Dakota and South Dakota, with access to providers nationwide.
- Sanford Health Plan is NCQA accredited.
Get on the right path from the start.
Complete the appropriate onboarding steps to get you started on the right foot.

- Find your provider relations specialist and learn about their services.
- Sign up for Electronic Claims Submissions.
- Sign up for Electronic Payment/EFT.
- Sign up for access to mySanfordHealthPlan and review the Provider Portal at sanfordhealthplan.com/providerlogin.
- Search the Provider Directory to validate your information.*
- Submit provider service information to the Referral Center.

*Information will appear after approved credentialing.
Provider Relations

The Connection You Need
Sanford Health Plan Provider Relations is here to assist you and answer your questions. They can help you with:

- Provider education
- Complex claims issues
- Fee schedules
- mySanfordHealthPlan questions and education
- Explanation of Payment Analysis

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Questions?
Give us a call at (800) 601-5086.
mySanfordHealthPlan

Our secure online portal, mySanfordHealthPlan, is designed to help you get the information you need as quickly as possible. With your provider account you can:

• Access the policies and medical guidelines
• View claim status
• Verify member eligibility
• View copay, deductibles, coinsurance and out-of-pocket totals for members
• Obtain copies of Explanation of Payment
• Submit medical and pharmacy prior authorizations, claims reconsiderations and formulary exceptions
• Optum CES Editor Tool

To get started, visit sanfordhealthplan.com/providerlogin to create your account. If you need assistance, call (800) 601-5086.

Our Website

Our website, sanfordhealthplan.com/providers, is the central hub for the tools and resources you need to get your questions answered. On our website you have 24-7 access to:

• Forms and documents
• Referral Center
• Provider News
• Pharmacy information
• Preventive health guidelines
• Prior authorization list
• Training and education
• EDI resources

Provider Manual

From policy and procedure information to learning about Sanford Health Plan products, the provider manual features educational materials and information designed specifically for providers. You can find this document at sanfordhealthplan.com/providers/forms to read more.
Enrollment for Electronic Data Interchange (EDI) Services

Through EDI services, providers can increase efficiency, track claims status, decrease errors and expedite cash flow. Practice management system vendors, billing services or clearinghouses are available to submit claims and other EDI transactions to Sanford Health Plan. These vendors offer a variety of EDI solutions to the health care community, charging fees or transaction costs for their services.

Sanford Health Plan is able to assist providers with the following transactions:

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

We do our best to send patients your way. We provide a Provider Directory that both you and our members can access to validate that you are in network. We also recommend our providers check to ensure that your location information is correct so members can find you.

Forms

For your convenience, frequently used forms are posted on our website including:

- Claim Reconsideration Form
- Credentialing Applications
- Medication Prior Authorization Form
- Provider Information Update/Change Form
- 3rd Party Release Privacy Authorization Form
Prior Authorizations
Prior authorization is the urgent or non-urgent authorization of a requested service prior to receiving care. During the prior authorization process, members and providers work together to get approval for specific procedures, medications or durable medical equipment from Sanford Health Plan. Approval is based on appropriateness of care, medical necessity, existence of coverage and benefit limits. Emergency care does not require prior authorization.

Request Prior Authorization
Prior authorizations for health care services can be obtained by contacting the Utilization Management Department on mySanfordHealthPlan. NOTE: Oncology treatment and services must be entered and authorized through eviti|Connect online at eviti.com.

*mySanfordHealthPlan*
On your secure mySanfordHealthPlan account, click on “Create Referral,” locate your patient, and complete the required fields. Once complete, you will submit to our Utilization Management team for review. You should then receive a tracking number in your Inbasket.
Sanford Health Plan Referral Center

The Sanford Health Plan Referral Center connects patients to the specialty providers they need, while keeping care close to home. We make it easy for you to refer your patients, while also helping you grow your business by connecting you with other providers looking for specific services.

Create your provider profile at sanfordhealthplan.com/referral. Once your profile is complete, you can start to give and receive referrals. It’s easy and only takes a few minutes.