



**Welcome!**

## Discovery Guide

**We're excited to help you  
live life covered.**

**SANFORD**  
HEALTH PLAN

# Welcome

Welcome to Sanford Health Plan! This discovery guide helps you understand your insurance coverage and maximize the full value of your benefit plan.

## Follow these first steps to get started:



- **Activate your MyChart member portal** and download the app. Search for Epic MyChart and choose “**Sanford Health Plan**” when prompted after download.



- **Choose a primary care provider** and schedule your first annual wellness visit at **[sanfordhealthplan.com/findadoctor](https://sanfordhealthplan.com/findadoctor)**.



- If needed, **transfer your pharmacy and medical records** by calling our team at **(855) 337-6581 (TTY: 711)**.



- Explore your 24/7 virtual care options at **[sanfordhealthplan.com/virtualcare](https://sanfordhealthplan.com/virtualcare)**.

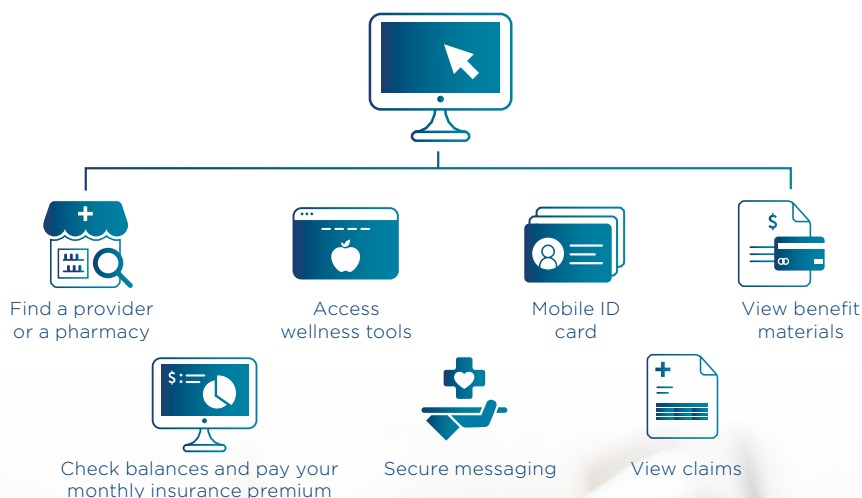


- Review your \$0 preventive and wellness care benefits at **[sanfordhealthplan.com/wellness](https://sanfordhealthplan.com/wellness)**.

**Call our team at (855) 337-6581 (TTY: 711) or visit [sanfordhealthplan.com/welcome](https://sanfordhealthplan.com/welcome).**

# Create Your Online Member Account

Visit [sanfordhealthplan.com/memberlogin](https://sanfordhealthplan.com/memberlogin) and choose the **“Get Access Here”** button to activate your account. Once signed in — you’ll have access to benefit details, claims and more.



Download the  
**mySanfordHealthPlan App**



Search for *Epic MyChart* and choose *Sanford Health Plan* when prompted after download.

# Choose your primary care provider & schedule your annual wellness visit

Make a plan for good health this year and schedule your annual wellness visit.

## Log in to your MyChart member portal:

1. Go to Menu, under the **“Insurance”** tab, click **“Portals & Links.”** Then click **“Provider & Pharmacy Directory.”**
2. Use the search tools to find a primary care provider that fits your needs.
3. Contact the provider to schedule your annual wellness visit.

## Remember!

**Preventive care is covered at no cost to you\*.** Talk to your provider about the right screenings and tests for you based upon your age, gender, and general health.



The primary care provider you pick will lead your Sanford Health care team. Your doctor gets to know you and:



Sees you for your annual wellness exam, including preventive screenings



Can treat you when you're sick



Helps guide you on important health decisions



Directs your care across other specialties and facilities in your network

Need help finding the right provider? We're happy to help!  
Call our team at (855) 337-6581 (TTY: 711).

*\*When using in-network providers. Review your benefits for details.*

# Video Visits

## Your guide to getting started

### See a provider without leaving home

Sanford Health Plan Video Visits make it easy for you to connect with a board-certified urgent care provider from the comfort of home. Using your desktop, tablet or mobile device, you can see a provider within minutes, giving you quick, convenient access to quality care.

### What to expect

During your visit, a provider can assess your symptoms, develop a treatment plan and send a prescription to your pharmacy of choice, if needed.

### \$0 Urgent care 24/7\*

Our providers can help with common conditions, including:

- Coughs and colds
- Flu-like symptoms
- Sinus congestion and discomfort
- Allergies, skin and eye irritations
- UTIs and bladder infections

### Behavioral health

- Take care of your mental health by scheduling a visit with a therapist, psychologist or psychiatrist for concerns such as anxiety, depression or a social disorder.
- Your Sanford Health Plan standard office-visit cost share will apply to these services.

### Steps for getting started



#### Desktop

Visit [sanfordhealthplan.com/virtualcare](https://sanfordhealthplan.com/virtualcare).



#### Mobile

Search your App Store or Google Play for “Sanford Video Visits” and download the app.



#### Connect

Sign up or log in. Then, start a visit with a provider anytime, anywhere.

\*Some exclusions apply. HSA-qualified High Deductible Health Plans (HDHP) are not eligible for \$0 video visits, but do qualify for discounted visits for which Health Savings Account (HSA) dollars may be used. \$0 24/7 virtual care for acute and non-emergent care through [sanfordvideovisits.com](https://sanfordvideovisits.com). Certain restrictions may apply.



### Cost

The cost of video visits depend on your health insurance coverage. Credit, debit, HSA and FSA are accepted. Further details at [sanfordhealthplan.com/virtualcare](https://sanfordhealthplan.com/virtualcare).



### Convenient

Connect with a provider for 24/7 urgent care. Referrals and prescriptions are available if necessary.



### Quality

All video visit providers are board-certified.



### Easy to use

Install the app and sign up to start a visit.

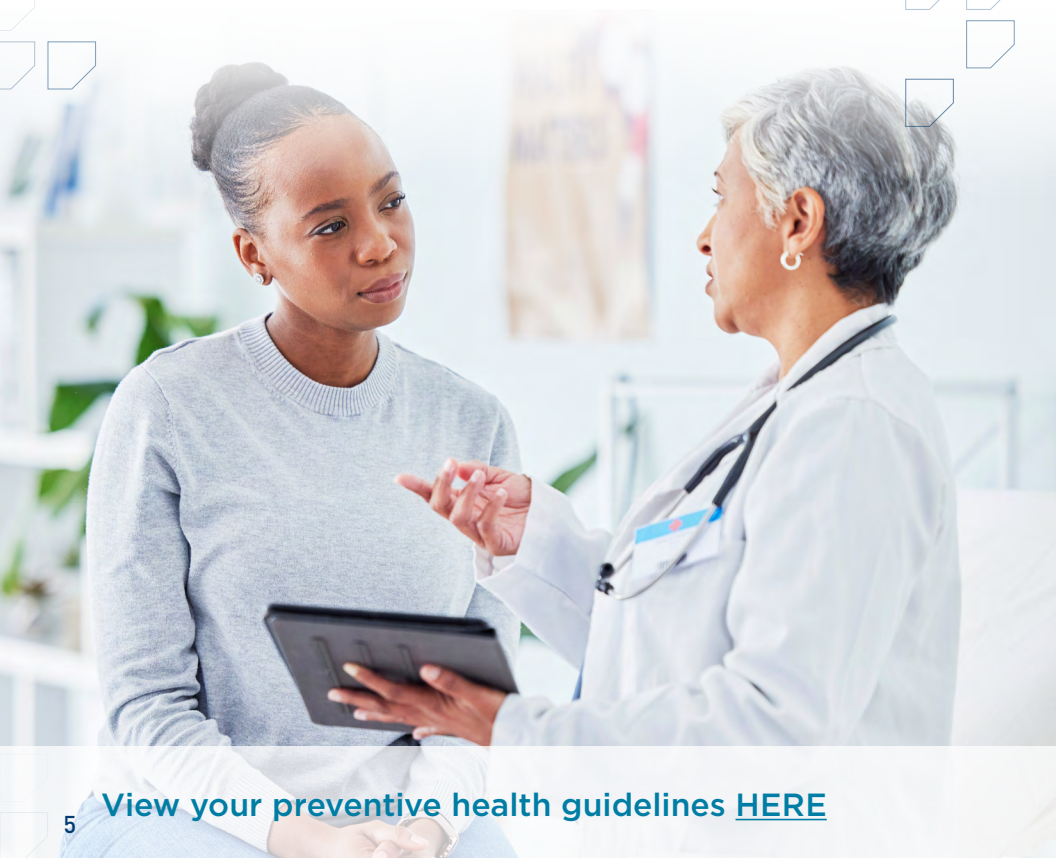
## Preventive care and screenings

Sanford Health Plan is committed to helping you stay healthy. We believe staying up to date with preventive health care is a key part of disease prevention.

Take advantage of these services! Preventive care and screenings are available for no cost, or very low cost, if using an in-network provider. Prior authorization (approval) is not necessary and services can be received once per calendar year.

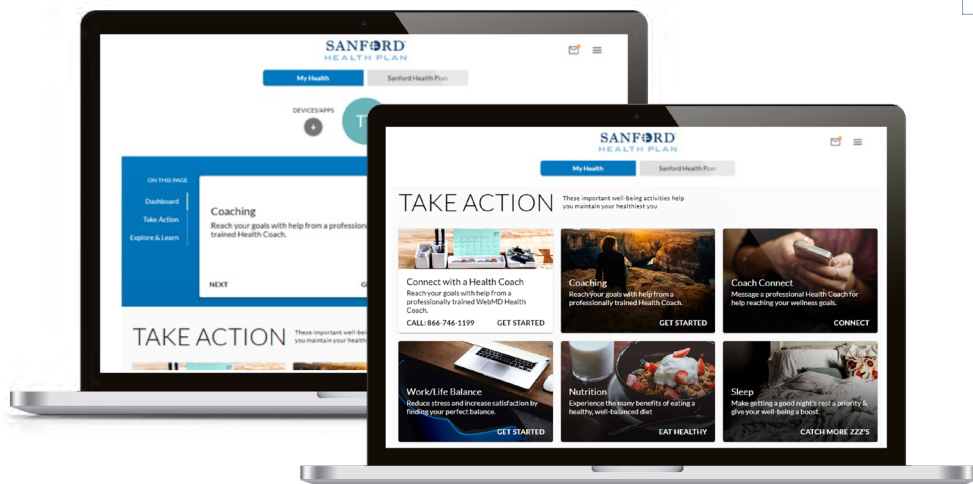
Your preventive and screening benefits include, but are not limited to:

- \$0 annual wellness screening
- \$0 blood pressure screening
- \$0 breast cancer screening
- \$0 cervical cancer screening
- \$0 cholesterol screening
- \$0 colon cancer screening
- \$0 depression/anxiety screening
- \$0 diabetes screening
- \$0 flu vaccine
- \$0 COVID-19 vaccine



5 View your preventive health guidelines [HERE](#)





# The coverage you need **+** Wellness

No matter where you are on your wellness journey, our resources are here to help you live your healthiest.



## Wellness resources

- ✓ Personalized wellness programming based on each individual's needs and goals
- ✓ Virtual health and wellness coaching
- ✓ Digital health and well-being tools, apps, and trackers
- ✓ Support for preventing and managing chronic conditions



## Get started

Start by taking an **online health assessment** to find out what areas of your health and well-being are on track and what areas could use improvement. Based on your results, you will receive personalized recommendations to guide you toward better health.

1. Log into your member portal at **[sanfordhealthplan.com/memberlogin](https://sanfordhealthplan.com/memberlogin)**
2. Select **"Menu"**
3. Search for **"Portals and Links"**
4. Select **"Wellness Portal"**

# The coverage you need **+Perks**

With Sanford Health Plan, your health insurance now comes with perks. Because when you're able to save more, you can do more of what you love.

As a valued member, enjoy discounts from local and national retailers on products and services in a variety of categories, including:



Apparel



Entertainment



Auto



Health and wellness



Dental



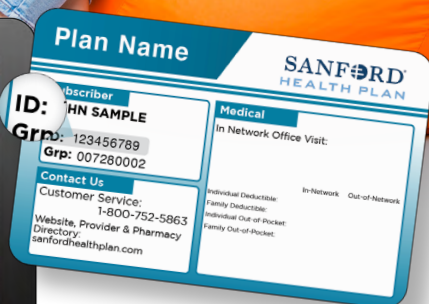
Restaurants



Electronics

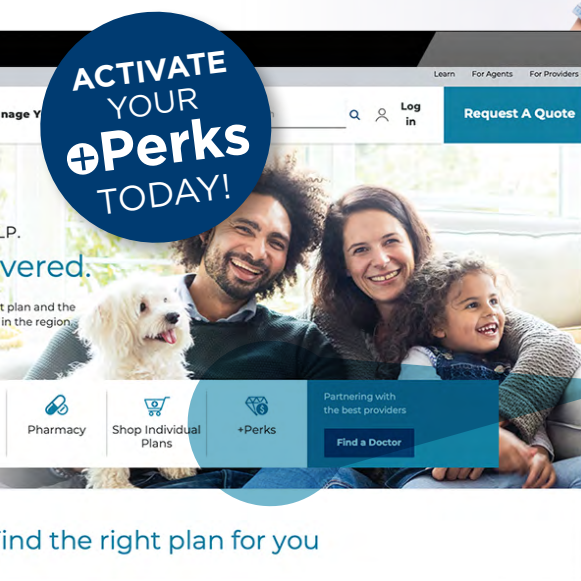


Vision



Member ID CARD

- Go to [sanfordhealthplan.com](https://sanfordhealthplan.com) and click on the +Perks button
- Have your Member ID card ready to enter your Member ID number
- Create your account
- **Start Saving!**



Get started at [sanfordhealthplan.com](https://sanfordhealthplan.com)



# Remember to carry your ID card

Our team is ready to help if you have any questions about your ID card or benefits. Contact us at (855) 337-6581 (TTY: 711) from 8:00 a.m. to 5:00 p.m. CST, Monday through Friday.

The diagram shows a Sanford Health Plan ID card with the following sections and callouts:

- 1** Plan and network information (if applicable)
- 2** Policyholder name
- 3** Policyholder ID number
- 4** Group ID number (if applicable)
- 5** Call the number listed on your card with questions about your insurance.
- 6** Customer service, website, provider and pharmacy directory information
- 7** Office visit copay information
- 8** Individual and family deductible and maximum out-of-pocket information. If Out-of-Network (ONN) is shown, this refers to any out-of-network benefits, if applicable.
- 9** Information for your pharmacy (if you have prescription drug coverage)
- 10** If a logo is printed here, you may have coverage outside the service area. See your plan documents for details.
- 11** Urgent/emergent care information

**SANFORD HEALTH PLAN**

**Subscriber**  
**JOHN SAMPLE**

**ID:**  
**Grp:**

**Contact Us**  
Customer Service:  
Website, Provider & Pharmacy Directory:  
sanfordhealthplan.com

**Medical**  
In Network Office Visit:  
In-Network Out-of-Network  
Individual Deductible:  
Family Deductible:  
Individual Out-of-Pocket:  
Family Out-of-Pocket:

**Claims**  
**Payor ID: 91184**  
Sanford Health Plan  
PO Box 91110  
Sioux Falls, SD 57109-1110  
\*If there is an address along with a network logo in the medical section, please submit to that address.

**Network**  
**iPHCS iMultiPlan**  
Only Available For:  
• Emergent & urgent care or;  
• If you reside outside the service area & access has been granted by the Plan

**Pharmacy**  
**RxBIN:**  
**PCN:**  
**RxGrp:**  
Administered By  
**OPTUMRx**

**Eligibility**  
This card does not guarantee coverage. You must comply with all terms and conditions of the Plan. Willful misuse of this card is considered fraud. For emergency care outside the Plan service area, call 911 or go to the nearest emergency facility.


- 1 Plan and network information (if applicable)
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**Any questions?**  
**Call us if you need us.**  
**(855) 337-6581 (TTY: 711).**

# Understanding your urgent care and ER options

## Know where to go for care


When you need medical care, you have a variety of options for seeking treatment from a provider. The best option can depend on the symptoms you're experiencing and how quickly you need care. Knowing where to go can help you get the best care for your needs, while saving you time and money.



### Urgent or walk-in clinic

- Body aches
- Chest congestion
- Cold and flu symptoms
- Cough
- Diarrhea
- Earache
- Fever below 104°
- Headaches and migraines
- Nausea and vomiting
- Sore throat
- Strains and sprains
- Toothache
- Urinary tract infection

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### Emergency Room

- Allergic reactions
- Broken bones
- Chest pain
- Deep wounds
- Difficulty speaking
- Fever above 104°
- Head trauma
- Heat illness
- Heavy bleeding
- Overdose
- Seizure or numbness
- Severe abdominal pain
- Shortness of breath

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## Still unsure where to go?

Call My Sanford Nurse at **(877) 473-1215**



## Answers to some common questions:

### What if I have questions about my health insurance coverage?

You can always find your coverage information in your MyChart member portal at [sanfordhealthplan.com/memberlogin](https://sanfordhealthplan.com/memberlogin). Click on **'Menu'**, view the **'Insurance'** section and click on **'Plan Documents'**. Scroll down to **'Summary of Benefit and Coverage'** for the current plan year you are in. Also, we're here to help. Call our customer service team Monday through Friday from 8 a.m. to 5 p.m. CST at (855) 337-6581 (TTY: 711). Learn more at [sanfordhealthplan.com/members](https://sanfordhealthplan.com/members).

### I need information on pharmacy and medication coverage.

Sanford Health Plan gives our members access to the information and support they need. For specific details on medication policies, coverage, participating pharmacies and more, log in to your secure MyChart [member portal](#). If you need additional assistance, please contact our pharmacy team at (855) 305-5062 (TTY: 711) between 8 a.m. and 5 p.m. CST Monday through Friday. After hours, a confidential voicemail is also available. Learn more at [sanfordhealthplan.com/members/pharmacy-information](https://sanfordhealthplan.com/members/pharmacy-information).

### What if I might need prior authorization for a medication or medical procedure?

Prior authorization is the urgent or non-urgent authorization of a requested service prior to receiving the service. Sanford Health Plan determines approval for prior authorization based on appropriateness of care, service and existence of coverage. Learn more about the prior authorization process and what services require prior authorization by visiting [sanfordhealthplan.com/members/prior-authorization](https://sanfordhealthplan.com/members/prior-authorization).

