

Align

powered by Sanford Health Plan

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[Date]

[FirstName LastName]

[Address 1]

[Address 2]

[City], [State] [Zip]

Dear [FirstName],

We write today with an update about the dental benefit available through your Medicare Advantage plan, Align powered by Sanford Health Plan.

Sanford Health Plan contracted with Delta Dental at the beginning of this year to administer dental benefits for our Medicare Advantage members. Delta Dental has the largest network of providers nationwide; however, it quickly became apparent that their network in Minnesota and North Dakota was not robust enough to provide the level of service we expect.

We are taking the following steps to address the issue and make things right for our members:

- Delta Dental has reprocessed all claims as in-network for all out-of-network claims received from January 1, 2023 through May 5, 2023.
 - Members who had services from an out-of-network provider should have received an updated explanation of benefits (EOB) from Delta Dental that stated, "Claim recalculation was initiated by Delta Dental."
 - In addition, members should have received a check in the mail refunding the difference between the out-of-network and in-network claim.
- As of May 11, and for the remainder of 2023, all out-of-network dental providers will be processed as in-network for members in Minnesota and North Dakota.

We have asked Delta Dental to make a concerted effort to expand their network in Minnesota and North Dakota, and we are evaluating their progress as we determine how best to serve our members in 2024.

Additional information is available in the FAQs accompanying this letter. Please don't hesitate to reach out to Delta Dental at (866) 502-9753 with any further questions or concerns.

We are honored that you've trusted us to partner with you as your health insurance provider, and we are thankful for your patience as we work to ensure an expanded dental network for our members as we move forward.

Sincerely,

Sanford Health Plan

Enc: Nondiscrimination Notice
Frequently Asked Questions

Align powered by Sanford Health Plan is a PPO with a Medicare contract. Enrollment in Align powered by Sanford Health Plan depends on contract renewal. Sanford Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, or any other classification protected under the law. If you need language services or information given in a different format please call (888) 278-6485 (TTY: (888) 279-1549). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (888) 278-6485 (TTY: (888) 279-1549). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電(888) 278-6485 (TTY: (888) 279-1549).