



## Sanford Health Plan

### Delta Dental Update Member FAQ

**Q: Why was my dentist out-of-network? This is the same dentist I've seen for years.**

A: In 2023 Sanford Health Plan contracted with Delta Dental to administer the dental benefit for its Align powered by Sanford Health Plan members. This is a change from the previous year, before the relationship with Delta Dental was established.

**Q: I looked on the website to find an in-network provider. Why was I billed for an out-of-network visit?**

A: When members looked in the online provider directory to find an in-network provider, they had to first select the "MA network" option from a dropdown menu. If this step was missed, members looked for in-network providers in a different network.

We have since addressed this issue by making a change to the [website](#). Now when members visit, the correct network automatically populates, displaying the in-network providers.

**Q: Am I still responsible for the cost of the out-of-network dental visit?**

A: No, you are not responsible for the out-of-network claim. However, you are responsible for the in-network claim. Sanford Health Plan worked with Delta Dental to reprocess all out-of-network claims dating from January 1, 2023, through May 5, 2023 as in-network. This work was completed on May 22, 2023.

You should have received a new explanation of benefits (EOB) from Delta Dental that states, "Claim recalculation was initiated by Delta Dental."

**Q: How will I be refunded for the out-of-network dental visit?**

A: You should have received a paper check in the mail for the difference between the out-of-network and in-network cost of the dental visit.

**Q: When will I receive my refund?**

A: Claim adjustment checks were mailed the week of May 19; they should have arrived in the mail the week of May 23.

**Q: Who should I contact if I have questions about my out-of-network claim?**

A: Please contact Delta Dental by phone, toll free, at (866) 502-9753, TTY: 711.

**Q: Is my out-of-network provider now considered in-network?**

A: For the remainder of 2023, all out-of-network providers will be processed as in-network.

**Q: What happens in 2024?**

A: Sanford Health Plan has asked Delta Dental to expand its network in North Dakota and Minnesota; we will assess progress on a regular basis as we evaluate how best to serve our members in 2024.

*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. This information is not a complete list of benefits. Call (888) 605-9277 ( TTY: 711) for more information. 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). Our customer service lines are available 8 a.m. to 9 p.m. CST, 7 days a week, October 1-March 31 except on Christmas and Thanksgiving, and Monday through Friday all other dates except on federal holidays.*