

Provider Connections



Sanford Health Plan Provider Relations

Connection Event: Dec. 17, 2021

Summary take-aways:

Introduction to Sanford Health Plan Provider Relations

- Contact info for Provider Relations 800-601-5086
 - Amber Knutson ext. 21053 email: Amber.Knutson@SanfordHealth.org
 - Corey Erickson ext. 21054 email: Corey.Erickson@SanfordHealth.org
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Sanford Health Plan website and where to request portal access

<https://www.sanfordhealthplan.com/provider-portal-access-request>

- E-mail needed for use is specific to requestor, not a shared e-mail group
- For Sanford Health Employees: ask manager to submit and IT ESAR ticket
 - Feel free to request PR staff to meet on this if needed

Home page of Portal and Navigation

- How to Search for Patient/Member
 - Make sure searching "All Patients"
 - Make sure and confirm patient/member information accuracy
 - Can do multiple actions once into Patient's demographics page

Walk through Claim Reconsideration; show guide/tutorial from [website](#).

- Reconsiderations can only be submitted on the portal (effective 10/01/2021)

Quick Links section of Policies and Medical Guidelines

- Quick Links houses Tutorials and other navigation tools.

Walk through Referral/Prior Authorization tutorial found in Quick Links section

- PA→ if provider is not listed in selection field, you can place 5 9's if hard stop, also can place info in notes summary to add provider
- Please add provider information, for this amendment

Next Connection Event

- March 18, 2022 at 10 a.m.
- More information on that event will be included in the February 2022 Fast Facts eNewsletter
- Registration form will be on [education and training page](#) one month prior