



# Provider Perspective

January 2023 | An eNewsletter from  
Sanford Health Plan

**SANFORD**  
HEALTH PLAN

# Happy holidays!

We hope this year's season fills you up with the things that mean most to you and energizes you for a happy and healthy new year. 2022 was a great year and it has been an absolute pleasure working with you all during the past 12 months.

Let's make 2023 even better!

**-Sanford Health Plan Provider Relations Team**




## Case Management Letter Notice

- Letters have been sent out to hospitals in regards to what case management programs are available for Sanford Health Plan members. These were addressed to your Case Management teams but we want to ensure all areas are aware of the teams we have to support you and our members with certain conditions. Please see the included flyer at the end of this newsletter.
- If you have a patient who meets criteria or would benefit from participating in one of our case management programs, please contact us at the phone number or email indicated on the enclosed program summary guide. The programs are voluntary and members who are offered the program have the option to opt out of participating.

## Weight Loss Drugs Notice

- As of 1/1/2023, Sanford Health Plan will discontinue coverage of weight loss medications.
- We recognize this change may alter your treatment plan for certain members. To accommodate those members already taking one of these medications, their authorizations for refills will remain in effect until 3/31/2023.





# Inflation Reduction Act reduces out-of-pocket costs for Sanford's Medicare Advantage members

On January 1, 2023, the federal government [Inflation Reduction Act](#) will eliminate out-of-pocket costs for all vaccines for adults enrolled in Medicare Part D. Currently, vaccines covered under our Medicare Advantage plans including Medicare Part D coverage may require an out-of-pocket expense.

## Sanford Plans impacted:

- Align ChoiceElite
- Align ChoicePlus
- Great Plains Medicare Advantage of South Dakota
- Great Plains Medicare Advantage of North Dakota
- Great Plains Medicare Advantage of Nebraska

## Impact to vaccine out-of-pocket cost

- Starting Jan. 1, 2023, there will be **no copays or out-of-pocket expenses** of adult vaccines recommended by the Advisory Committee on Immunization Practices (ACIP) under Medicare Part (e.g., Tdap and Shingles)
- The vaccines covered under Medicare Part B vs. D are not changing.
- Patients are encouraged to review their health insurance plan Evidence of Coverage for additional details.

## Impact to insulin out-of-pocket costs

- Beginning Jan. 1, 2023, people with Medicare drug coverage who take insulin will see their **out-of-pocket costs capped at \$35** for a month's supply of each covered insulin product.
- A Part D deductible won't be applied to covered insulin products.
- Patients are encouraged to review their plan's list of covered drugs (formulary) to identify covered insulin products.

## Resources:

- [CMS FAQs](#)
- [Inflation Reduction Act fact sheet](#)
- [Saving money with the Inflation Reduction Act](#)



## Biosimilars

### **Biosimilars: Are They the Same Quality?**

Use this [infographic](#) from the FDA to talk with your patients about biologics and biosimilars.

### **Biosimilars & Interchangeable Products: Free Continuing Education Courses from FDA**

Access these accredited continuing education courses for health care providers:

- [Biosimilars 101: A Primer for Your Practice](#)
- [Test Your Skill: Incorporating Biosimilars Into the Management of Patients with Immunological Conditions](#)
- [Biosimilars in the Real World: Perspectives for Staying Within the Scope of Care](#)
- [Putting the Patient into Perspective: Strategies for Educating Patients About Biosimilars](#)

You must have a Medscape account to access the courses. [Sign up for a free account.](#)

## Provider Education Series

Our Provider Relations team will continue the Provider Education Series in 2023. Below are the expected dates for each session. Each quarter, we strive to provide a high level overview of the issues we hear from you about. Want to sign up? [Click Here.](#) Have an suggestion for a future topic, email your suggestion to [ProviderRelations@sanfordhealth.org](mailto:ProviderRelations@sanfordhealth.org).

### **2023 Dates**

- March 3, 2023
- June 2, 2023
- September 8, 2023
- December 1, 2023



## Itemized Bill Audit Appeal

The itemized bill audit has changed over the past year and one of the ways we've been striving to work with you on these charges has been to simplify the appeal process. There is now a specific appeal form to be used when creating a reconsideration for these claims. It is located in the Provider Portal under the Forms and Documents link in the Quick Links section. This form is a required document, along with any other supporting documentation when you submit a Provider Reconsideration. Once you've completed this form, you'll want to follow the steps to open a Claim Reconsideration and select the Payment Integrity subtopic.

## Policy Updates

Updates were made to the following Policies based on AMAM coding updates for 2023:

- Immunizations – added codes
- Hearing – added codes
- Prolonged Services – added code; deleted codes
- Reconstructive Surgery – added code
- Vision – added code
- Category III Codes – added new codes; deleted some codes
- Behavioral Health & Substance Use Disorder – added codes
- Lab, X-Ray and Minor Procedure Rider – added codes
- Observation - deleted codes
- New Patient Visits – deleted Codes

The most current copies of these policies are available on the **Provider Portal > Quick Links > Policies and Medical Guidelines**



# Case Management Programs



To connect members with the right resources at the right time, we offer case management services to all members with complex or high-risk health conditions. Our services help members better understand their health while coordinating their care to develop and implement a care plan that's focused on their goals and health needs.

**Complex case management:** Members with multiple chronic conditions, catastrophic events, complex or uncontrolled health conditions.

## Specialty case management

**Transplant:** Members undergoing transplant evaluation or currently on a list for a transplant.

**Oncology:** Members with an active or complicated cancer diagnosis.

**NICU:** Newborns with complications or conditions requiring a neonatal intensive care stay.

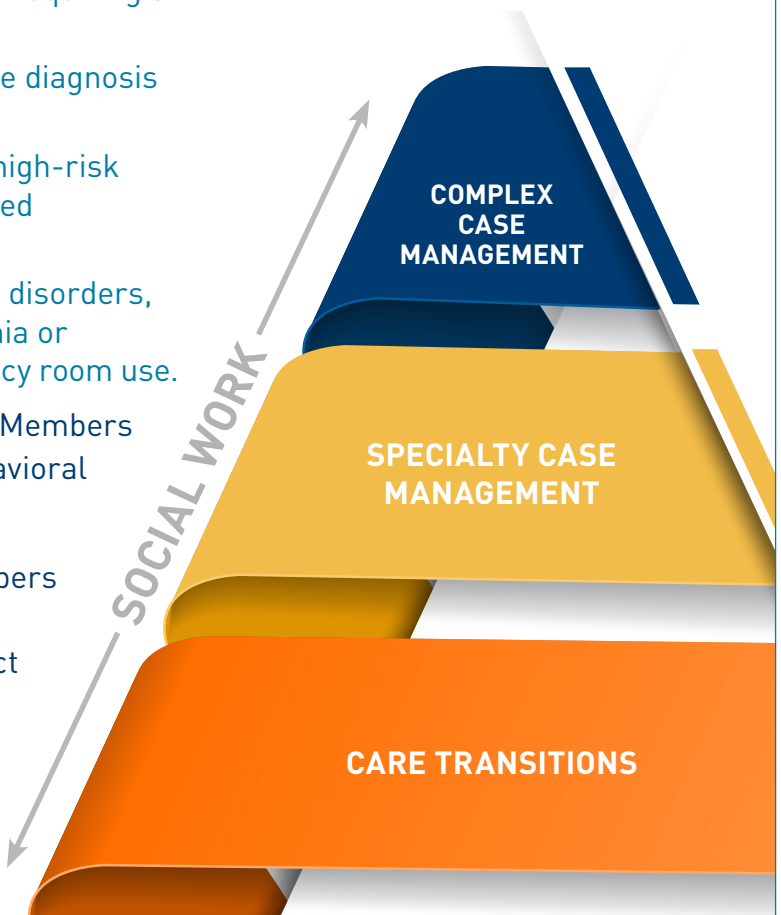
**End Stage Renal Disease:** Members with an active diagnosis of chronic kidney disease or undergoing dialysis.

**High-risk pregnancy:** Expectant mothers with a high-risk pregnancy due to carrying multiples or complicated medical conditions.

**Behavioral health:** Members with substance-use disorders, depression, anxiety, bipolar disorder, schizophrenia or personality disorders with admissions or emergency room use.

**Care transitions — medical or behavioral health:** Members with inpatient hospitalizations for a medical or behavioral health need that is managed for 30 days.

**Social work:** To address psychosocial needs, members with identified social determinants of health are referred to a social worker for assistance to connect with community resources.



## Team members

- ✔ **Case Managers:** The case manager role for medical case management programs is a registered nurse and a licensed counselor or a master's level social worker for behavioral health programs.
- ✔ **Social Worker:** The social worker role addresses social determinants of health identified through our assessments. They assist with coordination of community resources and support for psychosocial needs.
- ✔ **Intake Coordinator:** The intake coordinator is an administrative role who assists with outbound calls to enroll in case management and provides department support for mailings, surveys, and file management.

## Contact the Health Plan Care Management Team



**Phone: (888) 315-0884**



**Email: [shpcasemanagement@sanfordhealth.org](mailto:shpcasemanagement@sanfordhealth.org)**

## Contact Us

**CONTACT FOR:** Member eligibility & benefits, member claim status, provider directory, complaints, appeals, report member discrepancy information

 [memberservices@sanfordhealth.org](mailto:memberservices@sanfordhealth.org)

**Customer Service**

Monday-Friday, 7:30 a.m. to 5 p.m. CST | (800) 752-5863

**NDPERS Customer Service**

Monday-Friday, 8 a.m. to 5:30 p.m. CST | (800) 499-3416

**Northern Plains Insurance Pool (NPIP) Customer Service**

Monday-Friday, 7:30 a.m. to 5 p.m. CST | (877) 225-4930

**MHN (Three Affiliated Tribes)**

Monday-Friday, 7:30 a.m. to 5 p.m. CST | (877) 701-0792

**CONTACT FOR:** Preauthorization/precertification of prescriptions or formulary questions

 [pharmacyservices@sanfordhealth.org](mailto:pharmacyservices@sanfordhealth.org)

**Pharmacy** (855) 305-5062

**NDPERS Pharmacy** (877) 658-9194

**CONTACT FOR:** Preauthorization/precertification for medical services

 [um@sanfordhealth.org](mailto:um@sanfordhealth.org)

**Utilization Management** (800) 805-7938

**NDPERS Utilization Management** (888) 315-0885

**CONTACT FOR:** Assistance with fee schedule inquiries, check adjustments & reconciling a negative balance, request explanation of payment (EOP), claim reconsideration requests, W-9 form, change/ updating information, provider education

 [providerrelations@sanfordhealth.org](mailto:providerrelations@sanfordhealth.org)

**Provider Relations** (800) 601-5086

**CONTACT FOR:** Requests to join the network and contract-related questions and fee schedule negotiation

 [sanfordhealthplanprovidercontracting@sanfordhealth.org](mailto:sanfordhealthplanprovidercontracting@sanfordhealth.org)

**Provider Contracting** (855) 263-3544

Hearing or speech impaired TTY | TDD 711

**CONTACT FOR:** Align powered by Sanford Health Plan Medicare Advantage PPO

**Customer Service** (888) 278-6485 | TTY: (888) 279-1549

**Utilization Management** (800) 805-7938

**Pharmacy Dept** (844) 642-9090

**CONTACT FOR:** Great Plans Medicare Advantage (ISNP)

**Customer Service** (844) 637-4760 | TTY: (888) 279-1549

**Utilization Management** (800) 805-7938

**Pharmacy Dept** (855) 800-8872

### REPORT POTENTIAL FRAUD, WASTE AND ABUSE

To report potential fraud, waste, and abuse, please call the anonymous Compliance Hotline or email Sanford Health Plan Compliance.

**(877) 473-0911 (TTY:711)**

**[SHPCompliance@SanfordHealth.org](mailto:SHPCompliance@SanfordHealth.org)**