



Align powered by Sanford Health Plan
PO Box 91110
Sioux Falls, SD 57109

PPO Plan Provider Directory

This directory is current as of December 15, 2023

This directory provides a list of Align powered by Sanford Health Plan's current network providers for Iowa, Minnesota, North Dakota and South Dakota.

To access your plan's online provider directory, you can visit **align.sanfordhealthplan.com/doctors-and-pharmacies**. For any questions about the information contained in this directory, please call our Customer Service Department at (888) 278-6485 (TTY: 711), 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.

To request a hard copy of your plan's provider directory, please call our Customer Service Department at (888) 278-6485 (TTY: 711), 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. Align powered by Sanford Health Plan will mail a hard copy of the provider directory to you within three (3) business days of your request. Align powered by Sanford Health Plan may ask whether your request for a hard copy is a one-time request or if you are requesting to receive the provider directory in hard copy permanently.

If you request it, your request for hard copies of the provider directory remains until you leave your plan or request that hard copies be discontinued.

You can get this information for free in other formats, such as large print, braille, or audio. Call our toll-free customer service department at (888) 278-6485 (TTY: 711), 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. Your request for the provider directory in an accessible format or language will be applied on a standing basis unless you request otherwise.

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Section 1 – Introduction

This directory provides a list of Align powered by Sanford Health Plan's network providers. The network providers listed in this directory have agreed to provide you with your health care services. You may go to any of our network providers listed in this directory. When you become a member of Align ChoiceElite (PPO) or Align ChoicePlus (PPO), you may choose a network provider to be your PCP from a select group of our plan's network providers. You should see your PCP first for most of your routine health care needs. Your PCP can provide much of your care and can help you arrange or coordinate the rest of the covered services you get as a member of our plan. You do not need a referral (approval from your PCP) to see a network or out-of-network specialist or other provider.

Out-of-network providers are under no obligation to treat our enrollees, except in emergencies. For a decision about whether we will cover an out-of-network service, we encourage you or your provider to ask us for a pre-service organization determination before you receive the service. Please call our Customer Service Department at (888) 278-6485 (TTY: 711), 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. You may also refer to your Evidence of Coverage (EOC) for more information, including the cost sharing that applies to out-of-network services.

If you receive a bill from an out-of-network provider, you should not pay the bill, unless you have received an Explanation of Benefits (EOB) that details what the plan will pay for your service, and any remaining balance you will need to pay. If you receive a bill from an out-of-network provider, but have not yet received an EOB, please submit the bill to your plan or ask the provider to submit the bill to your plan for you.

If you are using an out-of-network provider for emergency care, urgently needed services, or out-of-area dialysis, you may not have to pay a higher cost-sharing amount. You may refer to your Evidence of Coverage (EOC) for more information, including the cost sharing that applies to out-of-network services.

What is the service area for Align powered by Sanford Health Plan?

The counties in our service area are listed below.

Minnesota: Becker, Beltrami, Big Stone, Clay, Clearwater, Hubbard, Lac Qui Parle, Mahnomen, Marshall, Nobles, Norman, Otter Tail, Pennington, Pipestone, Polk, Red Lake, Rock, Traverse, and Wilkin.

North Dakota: Barnes, Burleigh, Cass, Grand Forks, Griggs, McLean, Mercer, Morton, Nelson, Oliver, Ramsey, Ransom, Richland, Steele, Stutsman, Traill and Walsh.

South Dakota: Brookings, Clark, Clay, Day, Deuel, Douglas, Hanson, Hutchinson, Kingsbury, Lake, Lincoln, Marshall, McCook, Miner, Minnehaha, Moody, Roberts, Sanborn and Turner.

Iowa: Lyon, O'Brien, Osceola and Sioux.

How do you find Align powered by Sanford Health Plan providers that serve your area?

You can use this provider directory to find a provider that is conveniently located for you and can meet your specific health care needs. The providers are arranged: (1) by specialty; (2) by state; (3) by County; (4) by City; (5) by provider name in alphabetical order.

If you have questions about Align powered by Sanford Health Plan or require assistance in selecting a PCP, please call our toll-free customer service department at (888) 278-6485 (TTY: 711), 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. You can also visit align.sanfordhealthplan.com.

Important Align powered by Sanford Health Plan information. Health and wellness or prevention information. If you have questions, our customer service team is available at (888) 278-6485 (TTY: (888) 279-1549). 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, 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).