

# Medicare Advantage FAQs for Providers

## *Align powered by Sanford Health Plan*

Align powered by Sanford Health Plan Medicare Advantage went into effect for members beginning on Jan. 1, 2022. Sanford Health Plan is pleased to partner with you to provide personalized, comprehensive and affordable coverage for our members.

### **When was Align powered by Sanford Health Plan Medicare Advantage in effect?**

Jan. 1, 2022

### **Do Medicare Advantage members have out-of-network benefits?**

Yes, these members do have out-of-network benefits. Please note, this may result in a different cost share portion for members.

### **Where can I locate the Payor ID and claim submission information?**

ID cards are available for viewing on the Sanford Health Plan website [HERE](#). The link also shows the claim mailing address and Payor ID dedicated to Align powered by Sanford Health Plan.

- **Electronic Payor ID #:** RP035
- **Submit claims to:** Sanford Health Plan, PO Box 981813, El Paso, TX 79998-1813

### **What are the prior authorization requirements for out of network providers?**

Out of network providers should refer to Sanford Health Plan's prior authorization webpage at [sanfordhealthplan.com/priorauthorization](https://sanfordhealthplan.com/priorauthorization). Services that require prior authorization, as well as the paper form to submit prior authorization requests, can be found on that site.

In network Medicare Advantage providers should submit prior authorization requests through the dedicated [Medicare Advantage Provider Portal](#).

### **I have additional questions not answered here. Who do I contact?**

To efficiently answer your questions regarding Align powered by Sanford Health Plan Medicare Advantage, please call the dedicated customer service team at (888) 278-6485 TTY: 888-279-1549.

You may also refer to the provider manual for additional details regarding all Sanford Health Plan products. The provider manual will be updated in the coming weeks. Access the 2021 version [HERE](#). A comprehensive list of provider resources can be found at [sanfordhealthplan.com/providers](https://sanfordhealthplan.com/providers).

# Medicare Advantage Quick Links for Providers



[Medicare Advantage Provider Portal](#) (for both Align powered by Sanford Health Plan and Great Plains Medicare Advantage I-SNP):

[Align powered by Sanford Health Plan website](#)

[Align powered by Sanford Health Plan Provider Resources](#)

*For more detailed information and forms, log into the MA Provider Portal.*

- [Medicare Advantage Provider Portal](#)
- [Provider FAQs on Medicare Advantage](#) (pdf)
- Align powered by Sanford Health Plan Forms
  - [Medical Prior Authorization Form](#)
  - [Provider Claim Reconsideration Form](#)

## Contact Us

**Align powered by Sanford Health Plan Customer Service**

Phone: (888) 232-3216 (TTY: (888) 279-1549)



[Medicare Advantage Provider Portal](#) (for both Align powered by Sanford Health Plan and Great Plains Medicare Advantage I-SNP):

[Great Plains Medicare Advantage website Provider & Partners page](#) (Includes forms)

## Contact Us

**Great Plains Medicare Advantage Customer Service**

Phone: 1-844-637-4760 (TTY: 888-279-1549)