

What is the mySanfordHealthPlan provider portal?

The mySanfordHealthPlan provider portal is a web-based application designed to provide safe and secure access to information contained within Sanford Health Plan's system. The system allows provider offices and other external entities to review their patients' information and claim payment details. This ensures compliance with local, state and federal regulations for the release of Personal Health Information (PHI).

Will current users need a new user ID and password to access the new portal?

Yes. All current provider portal users will receive a new User ID on October 21, 2019 and new password on October 22, 2019. Current provider portal users should use their new User ID and password to login at sanfordhealthplan.com upon launch. They can simply visit sanfordhealthplan.com and click the Login button in the upper right corner of the page, then choose Providers.

How will new provider users get a user ID and password?

All new users of the provider portal without current access will need to request account access. Upon launch of the new portal, new users can request approval for account access by visiting sanfordhealthplan.com and choosing Login in the upper right corner, then choosing Providers, and then Request New Account. After completing the online form, the user will receive emails with the User ID and temporary password.

Who can reset users' passwords?

Sanford Health Technology support staff is the designated team to assist with password resets. They can be contacted at (866) 808-5274.

Who do users contact for technical support aside from password/login issues?

You can call Provider Relations at (800) 601-5086. Let the person you are speaking with know you are calling about the mySanfordHealthPlan Provider Portal.

How does a third party billing company get access to the portal?

Providers who contract with third party vendors (i.e., billing companies) must complete and submit the third party authorization to providerrelations@sanfordhealth.org, in order for SHP to create an account for that vendor.

Where can users go for training once the new portal launches?

The provider portal training is all web-based and available in the Quick Links section on the home page (after sign-in).

Is there additional information users can view or download on mySanfordHealthPlan Provider Portal?

Yes. There is a handbook and various tip sheets under Quick Links on the home page.

How are we ensuring patients' private medical information is secure?

The portal requires account verifications with Sanford Health Plan prior to being given login information.

Why did providers receive a letter requesting new information submission for EFT or ERA/835 processing?

Sanford Health Plan transitioned to RedCard Systems in October 2019 for its delivery services of ERAs/835s and EFT payments. This change requires providers to enroll with RedCard to continue receiving payments and remittance advice electronically. More information can be found on our website at www.sanfordhealthplan.org/providers/edi-resources.

What if a user lost their letter with the confirmation code for EFT or ERA/835 processing (or didn't receive the letter)? How can they get a new one?

Contact RedCard's Provider Service Center at tel: 1-844-292-4066 or support@ach835.com.