



# WELCOME

Please read this important information about your new benefits.

## Health Plan ID cards

Sanford Health Plan will be mailing new health insurance ID cards to your home soon. In the meantime, you can log in to your Sanford MyChart account to view or print a temporary card.

## How to access your ID card in Sanford MyChart

- 1 Visit **mysanfordchart.org** or download the app by searching for **Epic MyChart** in your app store and choosing Sanford Health Plan when prompted.
- 2 Log in using your Sanford MyChart username and password. If you don't have a login yet, you can create one by selecting **"Request Access for Yourself."**
- 3 Click on the **"Menu"** button.
- 4 Scroll down to **"Insurance"** and select Mobile ID Card.
- 5 Here you'll find options to review your summary and coverage details and print or view your ID card.

## Visiting the doctor or picking up a prescription

Don't worry if you need to visit your doctor or pick up a prescription and haven't received your ID card in the mail yet.

- If your appointment is with a Sanford Health provider, tell the receptionist that you have insurance with Sanford Health Plan. If we have your enrollment in our system, they'll be able to access their system to verify your coverage. If your enrollment is not in our system, they can call member services to verify your eligibility.
- If your appointment is with a non-Sanford Health provider, contact member services using the information below for a temporary paper ID card or print your own using Sanford MyChart.
- If you need to fill a prescription, you can pay for the medication and then submit a paper claim to the plan for reimbursement.

## Finding an in-network provider and pharmacy

Find in-network (participating) providers and pharmacies using our provider directory. You can view details about each provider including contact and specialty information, professional qualifications and training and board certification statuses.

### How to access the Sanford Health Plan provider directory

- Visit **sanfordhealthplan.com**
- Select **“Find a Doctor”** by clicking on the blue box

If you're a current Sanford Health Plan member:

- Click the **“I'm a Member”** button.
- Enter your last name and the first nine digits of your member ID.

If you're a non-Sanford Health Plan member:

- Click the **“I'm a Guest”** button.
- Select **“Through My Employer”** and choose **“Three Affiliated Tribes”** from the dropdown menu. Then click **“Next.”**
- Once you accept the terms and conditions, enter your provider's name or select from a category of specialists.

This network is only offered to members of Three Affiliated Tribes through the Tribal Health Insurance (self-funded) plan. The network for this plan consists of providers participating in our broad network, including access to MultiPlan's national network and Mayo Clinic in Rochester, Minnesota. You may see other providers not listed in this network with the same benefit cost-share. However, to best utilize the plan's funds and ensure you aren't balance billed, we encourage you to see providers listed in the directory.

## Contacting customer service

Sanford Health Plan is ready to assist you Monday through Friday from 8 a.m. to 5 p.m. CST. Our customer service team can help answer questions about your benefits, claims, eligibility and enrollment, provider access, complaints and appeals.

**Phone number: (877) 701-0792**

**Free translation assistance: (877) 701-0792 (TTY: 711)**

If you contact us after regular business hours or on weekends, a confidential voicemail box is available for messages. You can also contact us by logging into your member portal at [sanfordhealthplan.com](http://sanfordhealthplan.com) or [member.sanfordhealthplan.org](http://member.sanfordhealthplan.org). We will return your call or email within one business day.



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