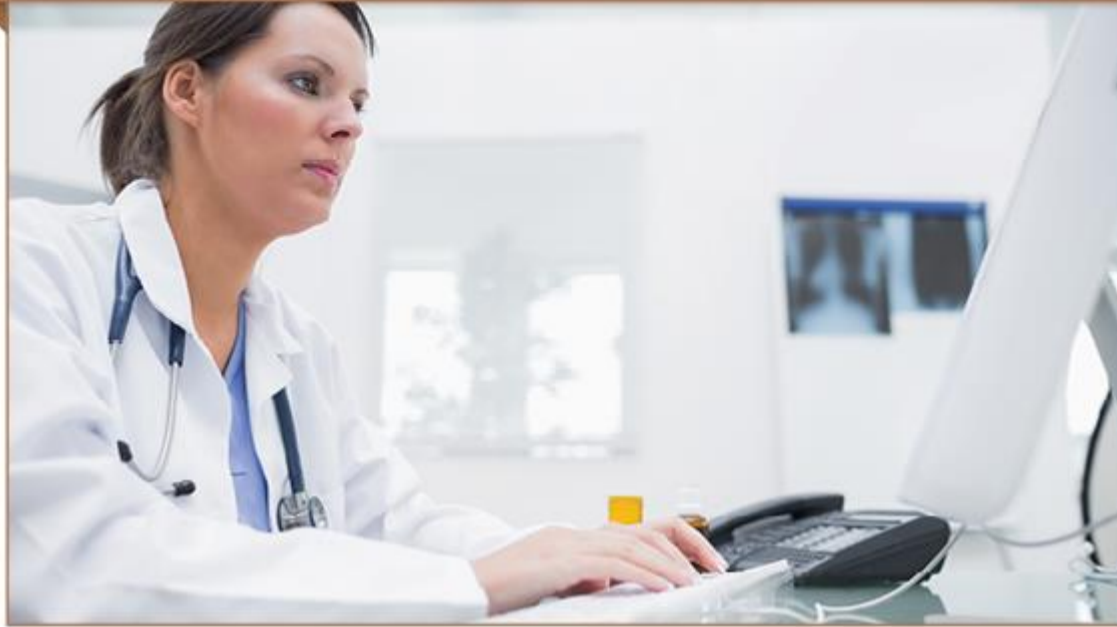


## Provider Perspective

SANFORD  
HEALTH PLAN



### Specialty referrals

If you have a Sanford Health Plan member requiring a specialist, please assist them by offering alternative options if the practitioner they are requesting is unavailable. [Read more](#)

### Coding for acute bronchitis and comorbidity

Patients with a co-morbid condition and/or bacterial infection may require treatment with an antibiotic for acute bronchitis. Please make sure claims are coded appropriately with co-morbid conditions. [Read more](#)

### Physician related CAHPS® rates

CAHPS® (Consumer Assessment of Health Plans Study) 5.0H is our yearly member satisfaction survey. This survey is conducted by an independent survey vendor and provides information on our member experiences and how well we and our participating practitioners meet their expectations. [Read more](#)

### Practitioner Satisfaction Survey results

We conduct an annual practitioner satisfaction survey. The survey results give us the Plan insight into needed updates or education for providers regarding Utilization Management and Coordination of Care. [Read more](#)

### 2015 HEDIS® Performance Measure results

HEDIS® is a set of standardized performance measures used to compare managed care health plans. Results of the 2015 HEDIS report revealed our areas of success as well as areas of improvement. [Read more](#)

### Formulary changes and Formulary Exception Process

We have completed our annual update to our formulary drug list and Formulary Exception Process. These changes were effective January 1, 2016. Members directly impacted received a letter with notification of the formulary changes. [Read more](#)

### Timeliness of Care survey

Sanford Health Plan takes pride to ensure that all members have access and availability to quality healthcare providers. The Timeliness of Care survey monitors participating providers' compliance with our access standards. [Read more](#)

### Quality Improvement Program year end report

Our 2015 HEDIS report and Quality Improvement Program executive summary has been published. The report details our health management programs and their outcomes. [Read more](#)

### Continuity and coordination of care

Sanford Health Plan has improved our continuity and coordination of care program. The improvements affect transitional care and care between medical and behavioral health. [Read more](#)

### Clinical Practice Guidelines

We have adopted some of the Sanford Health Clinical Practice Guidelines. A complete list is at [sanfordhealthplan.com/providerlogin](http://sanfordhealthplan.com/providerlogin). [Read more](#)

(800) 601-5086

(605) 328-6877

For more information visit [sanfordhealthplan.com/providerlogin](http://sanfordhealthplan.com/providerlogin)