

# Three Affiliated Tribes Health Insurance Member Guide



**SANFORD**  
HEALTH PLAN






# Live Life Covered

With the options and the extras that take your dollar further, you can live life covered. Let Three Affiliated Tribes and Sanford Health Plan take care of you with:

- ✓ \$0 Annual checkups
- ✓ \$0 Preventive screenings
- ✓ Virtual care 24/7
- ✓ Access to leading providers
- ✓ Customer service to answer your questions
- ✓ A team dedicated to your whole health

*Certain restrictions may apply; Participating providers only.*



If you have any questions, feel free to contact us at  
**(888) 235-8363** for more information.







# Access

Sanford Health Plan has you covered whether you are in your hometown or traveling across the country. All of our network options include coverage for urgent or emergent situations.

## Provider network

Flexibility to choose your own in-network providers and specialists with no referral needed

Access to over 60,000 pharmacies nationwide

Fast, accurate and friendly customer service

Claims processed locally for greater efficiency

Worldwide emergency coverage 24 hours a day

Virtual care, including video visits and e-visits\*

Out-of-network benefits available

Online interactive member and wellness portal access at [member.sanfordhealthplan.org](http://member.sanfordhealthplan.org)

\*Video visit and e-visit availability may vary by state.

Three Affiliated Tribes	
Broad	
✓	
✓	
✓	
✓	
✓	
✓	
✓	
✓	

## Three Affiliated Tribes Network

The Three Affiliated Tribes Network is a broad network that includes over 25,000 providers in the Dakotas, Minnesota and Iowa. The network expands beyond the Sanford Health system and includes access to MultiPlan's nationwide networks for members residing outside of Sanford Health Plan's service area. The MultiPlan's nationwide network can also be used for urgent and emergent coverage while traveling. In addition, Mayo Clinic Hospital Rochester prior authorization is not needed for in-network benefits and the Substance Abuse Network is included for all eligible members in sober living.

*This network is offered only 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 Hospital Rochester. 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 to ensure you are not balance billed, use of the providers in this directory is encouraged.*

# Sanford Health Plan Video Visits

## Your guide to getting started

### See a provider without leaving home

Sanford Health Plan Video Visits make it easy for you to connect with a board-certified urgent care provider or behavioral health specialist from the comfort of home. Using your desktop, tablet or mobile device, you can see a provider within minutes, giving your quick, convenient access to quality care.

### What to expect

During your visit, a provider can assess your symptoms, develop a treatment plan and send a prescription to your pharmacy of choice, if needed.

### Urgent care

Our providers can help with common conditions, including:

- Coughs and colds
- Flu-like symptoms
- Sinus congestion and discomfort
- Allergies, skin and eye irritations
- UTIs and bladder infections

### Behavioral health

- Take care of your mental health by scheduling a visit with a therapist, psychologist or psychiatrist for concerns such as anxiety, depression or a social disorder.
- The cost of a behavioral health video visit is often the same or less than an in-person visit, depending on your health insurance coverage.

### Steps for getting started



#### DESKTOP

Visit [sanfordvideovisits.com](https://sanfordvideovisits.com).



#### MOBILE

Search your App Store or Google Play for “Sanford Video Visits” and download the app.



#### CONNECT

Sign up or login in. Then, start a visit with a provider anytime, anywhere.



### Cost

The cost of video visits depend on your health insurance coverage. Credit, debit, HSA and FSA are accepted.



### Convenient

Connect with a provider 24/7. Referrals and prescriptions are available if necessary.



### Quality

All video visit providers are board-certified.



### Easy to use

Install the app and sign up to start a visit.

For more information, visit [sanfordhealthplan.com/virtualcare](https://sanfordhealthplan.com/virtualcare).

# Value

As a Sanford Health Plan member, you may have access to programs and services available to you at a low cost — or even no cost at all.



## Preventive Care

Free preventive services are provided based on age and gender. Find the free screenings available to you at [sanfordhealthplan.com](https://www.sanfordhealthplan.com).



## Online Resources

Access free apps to online resources that allow you to:

- Engage with your health insurance through a secure member portal
- Complete virtual visits
- Take charge of your health through a wellness portal
- Easily access Provider and Pharmacy directories

Your member ID is all you need to access your account at [sanfordhealthplan.com](https://www.sanfordhealthplan.com).



**Questions?** Call us at **(888) 235-8363** from 8 a.m. to 5 p.m. Monday through Friday.

# Wellness & Lifestyle Medicine

Sanford Health Plan wants to help you take charge of your personal health with free access to wellness and health management benefits to support your journey.



## **Nurse Case Management**

A registered nurse is available to assist you with all your chronic health care and complex medical needs and questions.



## **Nutrition Consults**

Speak with a registered dietitian to help determine how to best meet your nutritional needs, lose weight or manage chronic conditions through your diet.



## **Tobacco Cessation**

Get the support you need to kick a tobacco habit for good by understanding your health insurance benefits and by receiving one-on-one coaching.



## **Behavioral Health Assistance and Substance Abuse Services**

Connect with behavioral health assistance via virtual care to better understand what causes daily stresses and navigate community resources. Our substance abuse services also provide enhanced treatment options.



## **Exercise Consults**

Connect with a wellness educator for personalized guidance that helps you safely and effectively accomplish your fitness goals.



## **Wellness Coaching**

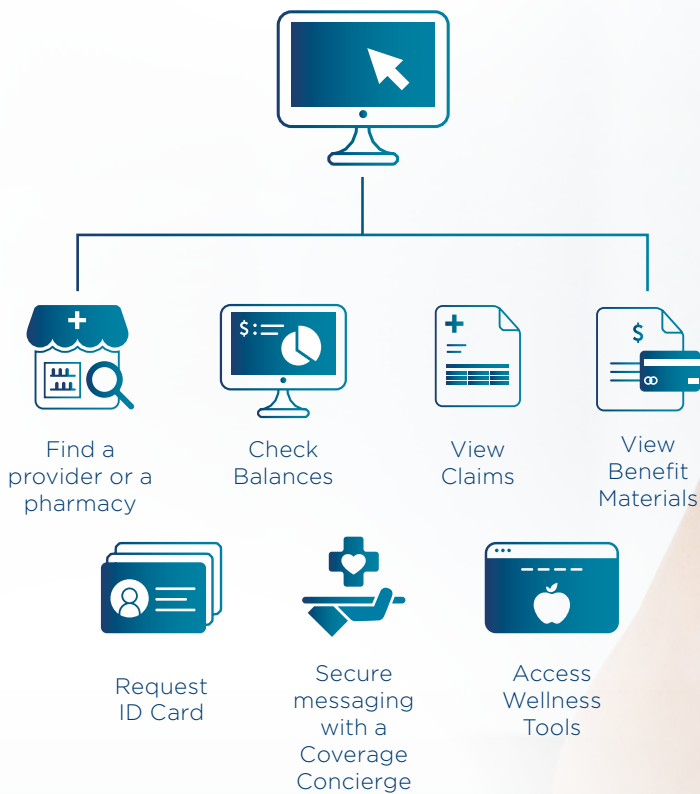
Achieve a higher level of well-being and performance in life and work through phone sessions with a Sanford Health Plan Certified Health and Wellness Coach.



# Online tools

Sanford Health Plan offers online resources to empower you to manage your health care coverage.

Your secure member portal, *mySanfordHealthPlan*, gives you quick and easy access to benefit details, claims and more. Your member ID is all you need to access your account at **sanfordhealthplan.com**.



**Questions?** Call us at **(888) 235-8363** from 8 a.m. to 5 p.m. Monday through Friday.



# Online wellness portal

Members have access to an online wellness tools, where they can complete a health assessment and select areas of interest. The site analyzes the member's health assessment results to generate a personalized health and well-being activities plan — while offering added online engagement tools and support.











**Sanford Health Plan**  
PO Box 91110  
Sioux Falls, SD 57109-1110  
[sanfordhealthplan.com](http://sanfordhealthplan.com)

520-449-218 Rev. 12/21



**SANFORD**  
HEALTH PLAN