

The NEW *mySanfordHealthPlan*  
COMING OCTOBER 2019  
**FREQUENTLY ASKED QUESTIONS**



**Will current users of mySanfordHealthPlan need a new username and password to access the new portal?**

If you already have a MySanfordChart account, you will be automatically migrated and able to access your new member portal by using your current MySanfordChart login and password upon launch of the new portal.

If you do **not** have a MySanfordChart account (for example, you may receive care at facilities other than Sanford; or you are a Sanford patient who does not have a MyChart account), you will be invited at the login screen on the new portal to “Request Access” and set up a new account.

Members who have never used mySanfordHealthPlan will also be invited to set up a new account on the new portal at the login page.

**Will providers be able to see members’ insurance information?**

No. Due to security features, providers will continue to see only medical information and will not have visibility into claims data, etc. Conversely, Sanford Health Plan will only have access to health insurance information (claims, accumulators, referrals, etc.), not medical information.

**What is a coverage concierge and how can they help members?**

Coverage concierges are the customer services team members trained to help members navigate questions and concerns regarding Sanford Health Plan insurance benefits, and educate the member at every opportunity to help them maximize their benefits. All questions are welcome, as this team understands insurance can be complicated and even overwhelming at times.

**Who do members contact for technical support (usernames, passwords, etc.)?**

Contact the Sanford Health Plan at (800) 752-5863 for username, password resets or for other technology issues.

**Will all of my current insurance information (what I see today in mySanfordHealthPlan) migrate to the new portal?**

The new member portal will contain the latest insurance plan information within the document links section, along with the ability to pull up any historical information, if available. The same applies to the Explanation of Benefits. Current EOBs are available (if applicable), and users also have the ability to pull up a historical EOB.

**How far back does information go in the new portal?**

Members can access the past two years of coverage information (with the newest coverage listed first). Searching Explanation of Benefits records within the portal allows members to look back even further.