

Provider View



September 18, 2025



Falling into Autumn

As the summer sun begins to set on us, I cannot help but daydream of everything fall has in store. Apple orchards, football, PSLs, Gilmore Girls, chunky knit sweaters, and candles lit 24/7. After a hot and humid summer, the coziness of fall is tantalizing.

Each season of the year, I am intentional in incorporating festive outings & rituals into my daily life that will satisfy my physical, social, mental, and spiritual health needs. What will you do during this upcoming fall season to ensure your health needs are met? Please share your ideas to AHP.Providers@avera.org. I plan

to lean into the coziness of the season and destress by curling up with a good book while sipping on hot apple cider.

We have exciting news to share this month, so please keep reading below to learn more!

From all of us here at Avera Health Plans, we appreciate your unfailing commitment and zeal for providing the utmost quality of care for our members. Thank you for all you do.

Sincerely,

Josephine

Vice President, Network Development, Provider Relations, and Contracting

Announcing Our Newest PPO Plan: TotalChoice!

Avera Health Plans is excited to launch [TotalChoice](#) — a new product for small and large group employer markets in South Dakota and 13 northwest Iowa counties. TotalChoice has our broadest network yet, including South Dakota's major health systems, many trusted regional providers, and a travel network for national coverage. Avera Health Plans contracted with First Choice Health to create our own custom network.

For services inside the TotalChoice service area, claims will be sent to First Choice Health, at PO Box 2289, Seattle, WA 98111-2289 using Payer ID AH002. For services outside the TotalChoice service area, claims will be sent to United Healthcare Options PPO Network, at UHSS, PO Box 30783, Salt Lake City, UT 84130-0783. For providers who are directly contracted with us, claims will be passed directly to us and adjudicated using contracted rates. For providers who are not directly contracted with us, claims will be repriced by First Choice Health.

Avera Health Plans issues remittance advice and EOBs/EOPs, for services rendered inside the TotalChoice service area. United Healthcare issues remittance advice and EOPs for services rendered outside of the TotalChoice service area. Avera Health Plans issues the member EOBs.

Claim status and member eligibility can be viewed in the Avera Health Plans [Provider Portal](#).

If you have any questions or concerns, please contact us at AHP.Providers@avera.org or [888-322-2115](tel:888-322-2115).

Final Chance to Take the Provider Satisfaction Survey

Per the Special Edition of ProviderView sent out earlier this month, we have extended the deadline for our annual Provider Satisfaction Survey to Sept. 26. Therefore, you still have some time to [complete the survey](#) if you have not already.

Avera Health Plans thanks you for your feedback, as it is extremely important to us. We look forward to hearing from you.

Symplr Transition – October 7, 2025

As a reminder, Avera Health Plans is moving to symplrCVO as our new credentialing vendor. Beginning Oct. 7, symplrCVO will provide the primary source verification to process applications submitted by Avera Health Plans participating providers.

Due to the conversion timing and length of time it takes to complete credentialing, Avera Health Plans is still currently holding all new credentialing requests received so they can be sent out when the symplr system configuration and testing is completed. However, we are beginning to send January reappointments, so please expect an email from symplr regarding this.

If you have any questions or concerns, please do not hesitate to contact us at AHP-Credentialing@avera.org.

Thank you for your patience with this transition, and we look forward to providing you with an exceptional credentialing experience moving forward!

Quest Analytics

Last month, we announced that Avera Health Plans partnered with Quest Analytics® to streamline the Provider Directory verification process through their BetterDoctor® solution.

On September 22nd, you'll begin receiving communications via email, fax, phone, and/or direct mail from BetterDoctor directing you to attest via their online provider portal. Groups of 20+ providers will have the option of submitting rosters instead, further streamlining the verification process. If you're already attesting with BetterDoctor in the portal or via roster on behalf of other payers, you will not be required to do anything additional. Their one-to-many approach means less work for you.

Be on the lookout for communication from BetterDoctor to complete your quarterly Provider Directory verification!

(Another) Reminder Regarding Conversion—October 1, 2025

Due to upcoming system updates, payments and remittance advices will need to be all digital (ERA/EFT) OR all paper. Some providers have elected to receive the electronic remittance advice (ERA) but are not enrolled for electronic funds transfer (EFT) and will need to add EFT prior to Oct. 1, 2025, to avoid being switched to receiving their remittance advice by mail. Providers who receive ERA but are not enrolled for EFT will be receiving

correspondence about this upcoming change to encourage their enrollment in EFT by Oct. 1 so their ERA will not be turned off.

We encourage all providers to switch to digital payments and remittances as it helps to reduce costs and decreases the time it takes for you to receive funds and post your payments. To enroll in digital payments, please submit an ERA and EFT form. When completing the EFT paperwork, note that we also require the provision of a voided business check or a letter from your bank providing secondary verification of your bank routing and account numbers. There are no fees for EFT, and the account deposits are made through the secure, ACH banking system.

ERA Form: [ERA Enrollment Form](#)

EFT Form: [EFT Enrollment Form](#)