

Provider View



August 27, 2025

Harvesting Season

As summer winds down, I've been reflecting on the importance of valuing differences—something we see both in our provider network and in the gardens many of us tend this time of year. Just as a thriving garden depends on a variety of plants working together, our network thrives because of the unique strengths, perspectives, and expertise each of you bring. When we take time to recognize and appreciate those differences, we create a stronger, more sustainable system of care for our members and communities.



Earlier this summer, I shared my thoughts on gardening and the parallels it has with cultivating relationships. With harvest season in full swing, I'd like to pose a fun question: What have you harvested from your garden (or farmers' market basket) this year, and what's your favorite way to cook, preserve or store it? Please send your ideas to ahp.providers@avera.org. From canned tomatoes and frozen sweet corn to fresh zucchini breads and cucumber pickles, there are endless ways to enjoy the bounty.

As we celebrate these final days of summer and prepare for children to head back to school, I'm reminded of the cycles of growth and renewal—whether in our families, our gardens or our professional partnerships. I look forward to hearing your ideas—and as always, I'm grateful for the many ways you each contribute to making our provider community stronger.

Sincerely,

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Vice President, Network Development, Provider Relations, and Contracting

Please Take Our Annual Provider Satisfaction Survey

Each year Avera Health Plans asks providers to offer feedback using a short survey. We are interested in assessing what services are important to you and determining your level of satisfaction with the Health Plans' delivery of care and service.

Click [here](#) to complete the survey to help us better serve you. Your comments improve the services our patients and providers receive from us. The survey will be open through Sept. 12, and we encourage you to share the link with any practitioners in your group who may not receive the ProviderView directly.

Thank you for your help—we look forward to hearing from you!

New Credentialing Vendor Coming in Fall 2025

Avera Health Plans will be moving to symplrCVO as our new credentialing vendor. Beginning in October, symplrCVO will provide the primary source verification to process applications submitted by Avera Health Plans participating providers. This change will use a new platform, also called symplr Application Manager, for the completion of applications. This may be familiar to many of you who have credentialed with Avera Health Plans in the past, as symplr acquired the software CACTUS that was used by Avera Central Verification Services previously. Symplr is well known in the credentialing space with 35 years of experience, 700 team members and are used by nine out of 10 U.S. hospitals and by over 400 U.S. health plans.

Due to the conversion timing and length of time it takes to complete credentialing, Avera Health Plans is currently holding all new credentialing requests received so they can be sent out when the symplr system configuration and testing is completed. This will ensure a smooth transition and quality experience for you!

We are excited to be able to partner with symplr again and ensure that the credentialing experience is as smooth and timely as possible for you. Additional information will be provided in next month's ProviderView on transition details as well as the new email to use for support questions.

Quest Analytics® Partnership Announcement

Avera Health Plans is excited to announce our partnership with Quest Analytics® to streamline your Provider Directory verification process through their BetterDoctor® solution. As you may know, federal and many state regulations require health plans and providers to verify the accuracy of their provider directory information every 90 days. More importantly, an accurate provider directory helps ensure plan members can connect easier.

In early September, you will receive 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 are 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 more details in the September edition of ProviderView.

Are your payments all digital? Conversion occurring 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](#)

Patient Satisfaction Surveys for HMO Network Providers

Providers who are participating in the Avera Direct HMO network that must file patient satisfaction survey summaries for 2025 should send their data to AHP.Providers@avera.org. Please use the subject line of “HMO Patient Satisfaction Survey Results” and provide us with your tax ID number so we can accurately associate your results with your organization and your contract with us. If there are questions, please reach out to our Provider Relations Team.

Do You Know How to Reach Us?

Are you curious about where to contact us regarding a specific inquiry? Below is the contact information for directed questions and concerns.

- **Credentialing**

Reach us at AHP-Credentialing@avera.org or [888-322-2115](tel:888-322-2115).

- **Provider Relations**

Reach us at AHP.Providers@avera.org or [888-322-2115](tel:888-322-2115).

- **Customer Care Center**

Reach us at Service@AveraHealthPlans.com or [888-322-2115](tel:888-322-2115).

Please do not hesitate to reach out—we are always here to help you.