



Joining the Sana Provider Community

At Sana, our goal is to create provider relationships that are fair, transparent, and mutually beneficial to all parties impacted, including our members.



All access network

Sana's plans are All Access - any healthcare provider can join the Sana Provider Community through direct contracting. We also lease the HealthSmart Physician Ancillary Only PPO Network, which gives members access to over 500,000 providers, but we add providers outside of HealthSmart every day!



Consistent pricing

Sana uses Fair-Value Reimbursement, paying a set percentage over Medicare's reimbursement schedule. We are happy to work with you to establish a reimbursement schedule appropriate for your service lines and organization.



Covered services

Sana only covers medical services. We partner with Beam Dental for dental services, and with VSP for vision services.

Receive accurate payments in a timely manner

We strive to achieve fair and accurate reimbursement with quick and convenient methods of payment delivery. On average, Sana processes and pays claims within 4 days. 74% of claims are paid within 10 business days, and our contract language guarantees payment within 45 days. Sana doesn't require additional steps prior to paying claims, such as committee involvement, which lengthens the time it takes other payers to approve and pay cases.

 **98.5% claim accuracy rate**

So far, I am very pleased with the claims services provided by Sana Benefits, especially the ease of a simple secured email when inquiring on a status. The turnaround time is quick and thorough.

Kristina, MD Pro Solutions

Sana is incredible - so easy to work with. Everyone is so nice and you turn things around quickly.

Jan, Baylor, Scott & White



Access efficient, top-notch provider network support, with dedicated specialists!

Our dedicated Provider Operations team supports provider contracting and provider relations. Providers are able to easily check eligibility, benefits, and claim status Mon-Fri, 7-7 CST, by talking to a dedicated Provider Specialist via our secure chat messaging system at sanabenefits.com/chat. Additionally, Sana partners with Change Healthcare to offer providers the ability to electronically check eligibility, benefits, and claim status through their existing EMR system.

 **97.4% provider satisfaction score**



Sana's customer service is the best I've worked with and I have been doing this for 25 years! Great job please keep it up!

Chloris, Napa Anesthesia

Contracting with Sana was a breeze. Everyone we worked with was attentive and friendly.

Terri, Sacramento Ear, Nose, & Throat

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Have a question?

Contact us at contracting@sanabenefits.com