

Frequent Service Contacts



Provider Services

- member eligibility
- benefits information
- claims questions for up to five claims

The provider and member services numbers have been consolidated:

Provider Services: **1-800-229-8822**

24-hour Interactive Voice Response

757-552-7474 or **1-800-229-8822**, option 2

Transportation

Medicaid: **1-877-892-3986**

Medicare: **1-866-381-4860**

Pharmacy Services

1-800-229-5522

Care Management

757-552-8398 or **1-866-546-7924**

- This line is monitored by care coordinator techs who will either assist the caller, forward to a care coordinator, or escalate as required.
- Care coordinators are available Monday–Friday, 8:00 a.m. to 5:00 p.m. and are on call after-hours.

Network Educator

contactmyrep@sentara.com

- provides product and service updates
- ensures compliance with your provider contract
- keeps you up to date on our educational services and resources
- updates provider contact information
- addresses any special needs, concerns, or complex situations
- provides assistance with 10 or more claims

Authorizations

For questions, call:

Government Programs

Medical/Pharmacy: **1-888-946-1167**

Behavioral Health: **1-888-946-1168**

Commercial Plans

1-800-229-5522

Authorization Forms

Fax authorization forms to the number listed on the government programs or commercial plans form. Drug and medical authorization forms are located at:

sentarahealthplans.com/providers/authorizations/

Medicaid

After-hours Program: **1-844-387-9420**

Clinical Care Services Pre-authorization Government Programs Team

Medical/Pharmacy: **1-888-946-1167**

Behavioral Health: **1-888-946-1168**

Care Coordination: **1-866-546-7924**

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Overpayments

1-800-229-8822

Sentara Health Plans Recovery Unit
PO Box 66189
Virginia Beach, VA 23466

Credentialing

To access Request for Participation or Provider Update forms as well as to learn more, visit: sentarahealthplans.com/providers/provider-support/join-our-network

Telephone for Deaf and Disabled (TDD)

1-855-687-6260 or 711

Contracting and Recruiting

1-877-865-9075, option 4
prvrecruit@sentara.com

Fraud, Waste, and Abuse Hotline

1-866-826-5277
compliancealert@sentara.com

