

# 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**

### Behavioral Health Prior Authorization Requests

For Urgent Requests (ARTS, inpatient, crisis, MH-HP/IOP):

Fax Numbers: **1-844-348-3719** or **757-963-9619**

For Non-urgent Requests (all other behavioral health requests not listed above):

Fax Numbers: **1-844-895-3231** or **757-963-9620**

### 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](https://www.sentarahealthplans.com)**.

## 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**

- Lines are monitored by care coordinator technicians 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.

## 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\*\*](https://sentarahealthplans.com).

## Telephone for Deaf and Disabled (TDD)

**1-855-687-6260** or **711**

## Contracting and Recruiting

**1-877-865-9075**, option 4

[\*\*prvrecruit@sentara.com\*\*](mailto:prvrecruit@sentara.com)

## Fraud, Waste, and Abuse Hotline

**1-866-826-5277**

[\*\*compliancealert@sentara.com\*\*](mailto:compliancealert@sentara.com)



*Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.*