

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 Help Desk

1-844-604-9165

Care Coordination

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/](https://www.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

1-800-508-0528

Sentara Health Plans Recovery Unit
PO Box 61732
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)

1-800-225-7784

Contracting and Recruiting

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

Fraud, Waste, and Abuse Hotline

757-687-6326 or **1-866-826-5277**
compliancealert@sentara.com

